

FYI

Defining Nursing Excellence Congratulations to Gaylord's Nightingale Honorees



Jaime Maddalena, BSN, RN
Lyman 1



Jaime is an exceptional nurse whose deep commitment to her patients and colleagues shines through in everything she does. She treats each patient with the same

care and compassion as if they were her own family, ensuring they are comfortable, clean, and emotionally supported. Her ability to connect with each individual, no matter the circumstance, truly sets her apart. Jaime's vast knowledge and experience make her an invaluable resource to both her patients and fellow staff members.

A new graduate nurse shared, "I had the privilege of working alongside Jaime, and her support during my first encounters with difficult patient situations was invaluable.

(continued on page 2)

Jennifer Bourgoin, BSN, RN
Milne 1

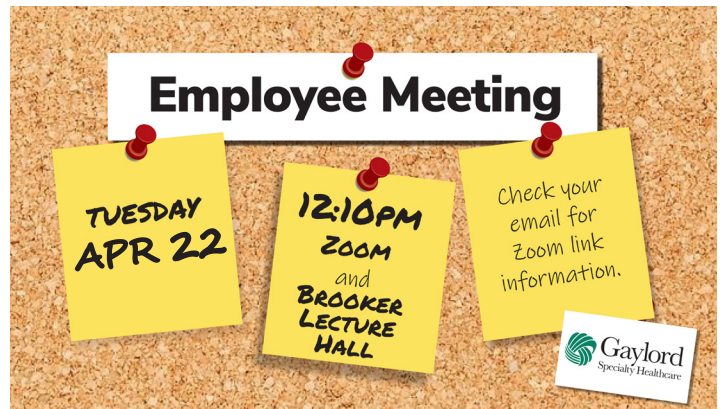


Jen is a compassionate and dedicated nurse who goes above and beyond for both her patients and colleagues. One coworker shared, "Working alongside Jen gives me a sense of ease, knowing that I can rely on her

for guidance and that her patients feel the same level of comfort and trust."

Jen is known for the personal touches that make a difference in her patients' lives. She takes the time to wash their hair, lift their spirits with humor, and motivate them during difficult moments. Whether helping a patient regain their confidence or simply making them smile, Jen ensures they feel truly cared for.

April Is National Occupational Therapy Month



- I nnovation
- T eamwork
- I nclusion
- S afety
- I ntegrity
- C ompassion
- A ccountability
- R espect
- E xcellence

FYI DEADLINE
The deadline for the next FYI is **Friday, April 24.**
Email: publicrelations@gaylord.org

(cont from page 1) Gaylord's Nightingale Honorees

Jaime Maddalena, BSN, RN Lyman 1

On one occasion, when I was faced with a patient complaining of chest pain, I found myself overwhelmed with anxiety. Jaime calmly walked me through every step of the process, educating me and helping me feel confident in my abilities. Her guidance at that moment not only improved patient care but also helped me grow as a nurse.”

Jaime’s commitment to her co-workers extends beyond clinical expertise. She actively ensures that her team has everything they need, offering emotional support, education, and physical assistance whenever necessary. Whether she’s helping aides with tasks, assisting nurses with challenging patients, or stepping in to ease a heavy workload, Jaime’s selflessness makes a tangible difference on the floor.

Her proactive approach to patient care is evident in her purposeful rounding and attention to detail. She ensures medications and therapies are handled promptly and advocates tirelessly for her patients to help them achieve the best possible outcomes. Her dedication has not gone unnoticed - families frequently express their gratitude for her outstanding care and the encouragement she provides to her patients.

Jaime’s legacy at Gaylord is built on years of compassionate care and support for both patients and staff. She is not only an exemplary nurse but also a mentor and teammate who makes a lasting impact on everyone she works with. Her selflessness, expertise, and positivity make her more than deserving of the Nightingale Award.

Jennifer Bourgoin, BSN, RN Milne 1

As a charge nurse, she keeps assignments fair and makes sure everyone has the support they need. Her quick thinking and clear communication help her team navigate challenges smoothly.

A new graduate nurse shared, “Jen has also been an incredible support to me as a new graduate nurse. When I faced a particularly challenging situation with a septic patient who required multiple medications and fluids, Jen stepped in without being asked. She provided assistance in a way that was supportive and educational, helping me navigate a stressful moment without making me feel inadequate. Her actions, though they may have seemed small to her, provided me with a great sense of comfort and confidence as a new nurse.”

Beyond medical care, Jen forms strong bonds with patients and families. She takes time to explain things in a way they can understand, ensuring they feel informed and empowered. She is also a fierce advocate, always putting her patients’ needs first.

On weekends, she frequently steps up as team leader, fostering a positive and supportive environment. She ensures her colleagues feel confident and valued, strengthening the team’s camaraderie. Even on tough days, Jen remains upbeat and approachable, never letting stress overshadow her kindness. Her infectious smile and warm demeanor make every shift brighter.

Having been with Gaylord for seven years, Jen exemplifies what it means to be an outstanding nurse, mentor, and colleague. Her passion for patient care, dedication to her team, and ability to lead by example make her an invaluable part of Gaylord.

Dr. John Pulaski

It is with heavy hearts that we share the recent passing of Dr. John Pulaski, O.D. Dr. Pulaski has been the Neuro-Optometrist on the Gaylord medical staff since 2006. He improved the lives of thousands of patients here at Gaylord over that time and was a kind and caring colleague throughout. He will be deeply missed.

Visiting hours will be April 22, from 4 pm – 7 pm at the Chase Parkway Memorial. There will be a mass on Wednesday April 23, at 10am at the Basilica of the Immaculate Conception.




Near Misses:

A near miss is an event that might have resulted in harm, but the problem did not reach the patient because of timely intervention by our amazing staff.

Every month a Near Miss is selected by the Safety Coaches and celebrated!

This includes sharing the incident at Safety Huddle and recognition from the Management team, a write up in FYI, a **Gift card for submitter** and a department visit from the Safety Gnome.

Near Miss Reporting can be found on Sharepoint, under Frequent Links: Quick Launch 



The Safety Coaches have selected to celebrate the Near Miss submitted in February by **Kelly Romano, Radiology Supervisor.**

Kelly noted a patient with a Purple "P" hanging from wheelchair (a designation requiring the patient be handed off to a nurse or therapist rather than being left alone), wheeling themselves down the hallway. She distracted the patient and was able to contact unit. Staff immediately responded and elopement was avoided.

This is a great example of the use of **CHAMP: Mentor Each Other- 200% Accountability** and use of safety tools to **cross check and coach teammates**, as well as, to **ARCC it up** when there is a concern for safety.

The Quality and Safety Department would like to thank the following staff for submitting Near Misses in

- Brian Poplawski
- Kelly Romano

Thank you for Speaking up for Safety!

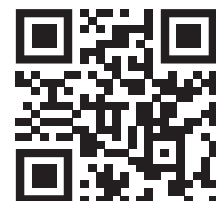


Congratulations to the following staff who were recognized by their peers in the month of March. Each month a name is pulled to win a prize.

Stephanie Zanvettor	PT-Inpatient
Frankie Chieffo	Occp Ther-IP
Allison Greco	Speech Therapy-IP
Heidi Fagan	Occp Ther-IP
Mike Denette	Facilities
Grace Gilbert	Milne II
Nikki Maddalone	Psychology
Doug Owens	Materials Management RAFFLE WINNER
Marc Garcia	IT
Marcia Brassard	Occp Ther-IP
Cat Dubail	PT-Inpatient
Jadean Hoff	North Haven-PT Neuro
Gayle Cole	Admissions
Eduardo Guevara	Environmental Services
Alyssa Battick	Milne I

Did your co-worker go above and beyond?

Scan the QR code and fill out the form to recognize them.



Resiliency Corner

Welcome to the Resiliency Corner! We have formed a task force for staff resiliency, which will include support for our physical, mental, spiritual, and nutritional needs, offering ways for staff to practice self-care.

The first step is to provide an updated **walking path on campus** to help employees get their steps in.

Coming soon: yoga and zumba classes, meditation, and staff support with the chaplain.

If anyone has ideas or suggestions of what you'd like to see, please reach out to lgrimaldi@gaylord.org or talk to any of us: Sonja LaBarbera, Mitch Podob, Lisa Kalafus, Dr. Sarah Bullard, Finn LaPierre, Paula Savino, and Lea Grimaldi.


Watch this space for more information!



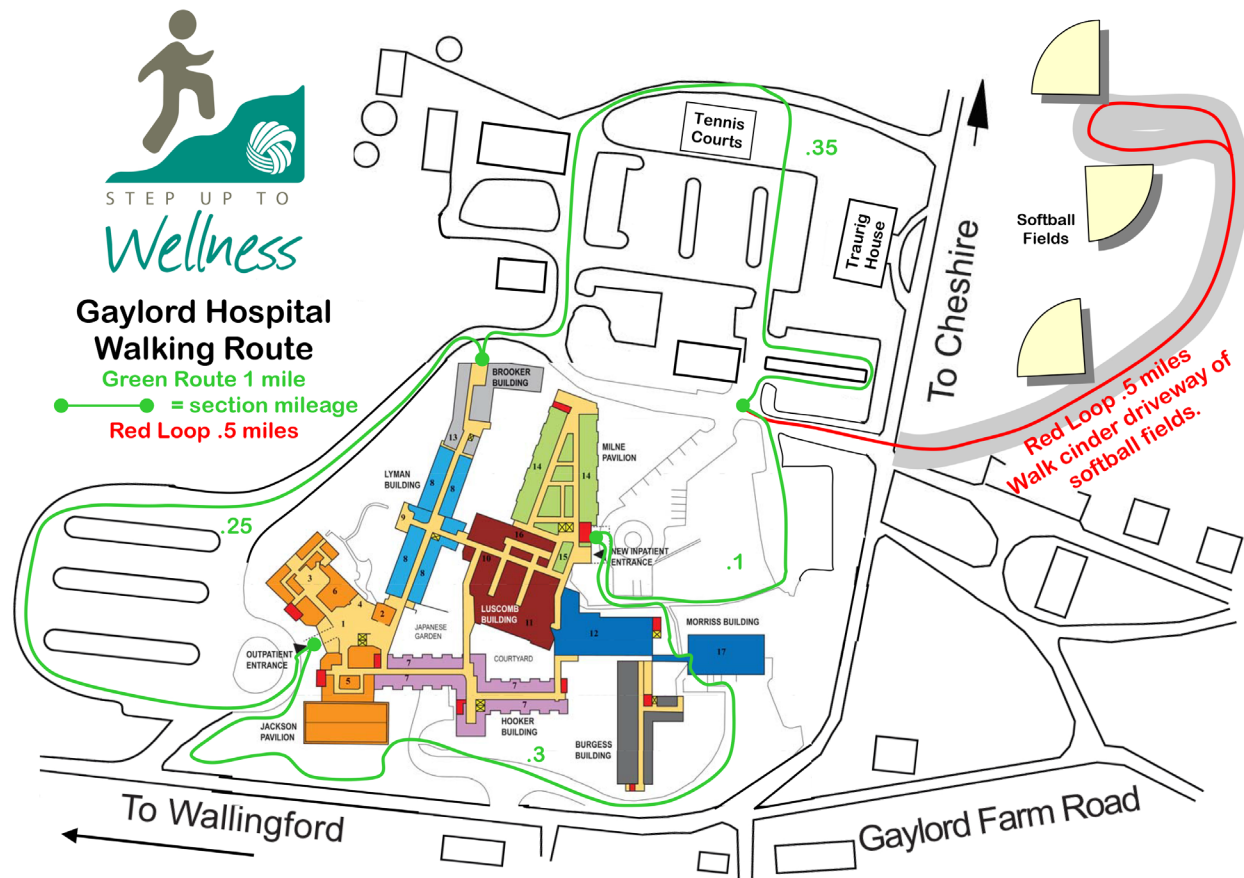
4-Week
Yoga Class Series

Thursdays
May 8, 15, 22, 29
4:10 p.m.
Inpatient Gym

RSVP: Reach out to Paul Pacileo at ppacileo@gaylord.org to register for the 4 week session



Taught by **Lea Grimaldi** in OIM, this 4 week series will gauge interest, and will continue more regularly if there is enough of a turnout!



Happy Earth Day!

-April 22-

How does the GO Green Committee celebrate Earth Day ALL YEAR LONG?

Joy Savulak

Recyclables always come back home with me instead of going in the Gaylord trash!

A couple of years ago, my family committed to forgoing Ziploc bags and using reusable containers. With three hungry school-aged kids, we're saving a lot of plastic!

Paula Savino

She loves getting her hands dirty planting her own herb and flower gardens from seed!

Sarah Carpenter and Mandy

Mandy and I celebrated Earth Day by picking up trash on Gaylord Farm Road on our lunch walk!

Jaime LoRusso

Our family grows our own herbs. It makes eating local easy and our dinners extra tasty.

Senada Duracek

I pick up trash on my neighborhood walks!

Priti Kapoor

The development team picked up litter around the Jackson parking lot. We found many items from cigarette butts and brake pads, to a windshield wiper fluid bottle. Doing our part to keep Gaylord clean and the Earth happy!



Required for all nurses
Held three times per year



Mock Code Marathon!

April 21st
7:30am-6:30pm

Registration Required
Register via the course calendar in UKG Gaylord University

Located in the Clinical Education Classroom on Jackson Ground

Questions? Contact Nursing Professional Development or the Respiratory Department

Medical Laboratory Professionals Week April 20-26

Gaylord's partnership with Quest Diagnostics began in June of 2016.

8 phlebotomists on our team
HUNDREDS of specimens processed per day
TENS OF THOUSANDS of specimens processed per year

Thank you to our partners in patient care, Quest Diagnostics!



Gaylord Specialty Healthcare April 23

Happy Administrative Professionals Day

Thanks for holding us all together



WE ARE ALL THE PATIENT EXPERIENCE



PATIENT EXPERIENCE WEEK
April 29 - May 3, 2025



Celebrate with Cake

Tuesday, April 22
11:30 a.m. - 1:30 p.m.
Cafeteria

Evening/Nights will be receiving cake. Satellite offices will get cupcakes.

Special thanks:



BLOOD DRIVE

Sponsored



TUESDAY
APR 29, 11AM-4PM

BROOKER LECTURE HALL

To schedule an appointment call: (1-800-733-2767)
or visit: redcrossblood.org-enter Gaylord



Need to access Gaylord's Employee Assistance Program? Call (860) 233-6228.



More details for items below can be found on our Sharepoint Snapcomm page ([internal link only](#))

Jeans for Charity: Friday, April 18

The featured organization is:

The Spanish Community of Wallingford

(SCOW) strengthens the Wallingford community through guidance, education, and cultural sharing. They connect people to local services, support educational success for both children and adults, and celebrate Latino heritage through music and dance—preserving cultural roots while enriching American culture.



[Click here to learn more](#)

Employees need a Jeans for Charity sticker or button to indicate their participation. Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Jackson 2 outpatient, Human Resources, and all outpatient clinics.

- Th 4/17: Last Day for Patient Safety Culture Survey
- 4/20-26: Medical Laboratory Professionals Week
- F 4/18: Jeans for Charity
- 4/20-26: Volunteer Week
- M 4/21: Mock Code Marathon, 730am-630pm
- T 4/22: Employee Quarterly Meeting w Earth Day: HR serving cake in cafeteria
- T 4/29: Blood Drive, 11am - 4pm, Brooker
- 4/29-5/3: Patient Experience Week
- M 5/6-12: Nurses' Week
- Th 5/8: Yoga Class, 4:10pm, Inpatient Gym, (First in 4-week series)
- M 5/12: CHAMP Awards, 12pm, Brooker
- 5/12-16: Hospital Week

April	May	June	July	August	September
Occupational Therapy Month	National Nurses' Week May 6-12	Gaylord Gauntlet 5k June 14	Disability Pride Month		Employee Appreciation Day September 10
Jeans For Charity April 18	National Hospital Week May 12-16		Legacy Week July 14-18		Corks and Forks September 18
Blood Drive April 29, 11am - 4pm	Gaylord Golf Classic May 19		Blood Drive July 29, 11am-4pm		
Patient Experience Week April 29 - May 3					

Celebrate Volunteer Appreciation Week April 20-26



Healthcare
Volunteer
Week 2025

National Volunteer Week was established in 1974 to recognize and celebrate the efforts of volunteers across the country. It is a time to honor and thank volunteers for their commitment and compassion toward patients, staff and the community.

Gaylord celebrates its team of hospital volunteers for their dedication and efforts to make a meaningful difference. Here's to celebrating all of our volunteers who lend their time and hearts so generously!

Thank a Volunteer.



Amanda Otfinoski—ABI Peer Mentor
Annmarie Masella—Gift Shop
Barbara Snyder-- Transporter
Bill Scialabba-- Transporter
Bill Somers—Transporter
Bill Walsh—Inpatient Therapy
Cathy Fonda -- Admissions
Cathy Molaskey
Cherlynn Villano—HR/Gift Shop
Christopher Carbutti—Prayer Svc. Transporter
Chris Marlor -- Transporter
Dae-Ellen Bjornberg-- Radiology
Dave Pendell—Transporter
Della Lion– Gift Shop
Denise Cannata– Gift Shop
Dino Fuoco –Transporter
Don Provencal– PR/ Marketing
Emily Durant—Inpatient Therapy
Fallon Toren– Inpatient Therapy
Greta Gribkoff– Transporter/Friendly Visitor
Irene Kowerko-- HIM
Jack Bruce—Transporter
Jane Milas—ABI Peer Mentor
Jay Bialkowski-- Transporter
Joao Maiolino– ABI Peer Mentor

Joe Raiola
John Longo-- Transporter
John Potusek—ABI Peer Mentor
Kaite McGuffie—Transporter
Kate Hajna—PFS
Kathy Reilly– Eucharistic Minister
Kim Lapman – ABI Peer Mentor
Kimberly Molaskey – ABI Peer Mentor
Kit Casey—Transporter/PFS/ABI Peer Mentor
Lucy Ruggiero—Gift Shop
Madeline Gallagher & Keegan—Pet Therapy
Mary Lee Gaffney– Eucharistic Minister
Maureen Rubelmann-- Transporter
Melinda Lazarus– PEX/Transporter/Library
Mike Ryan-- Transporter
Paula Bianchi– Gift Shop
Phillip King-- Transporter
Ray Radovich– ABI Peer Mentor
Rich Sills – ABI Peer Mentor
Rich Weiner – Transporter
Rob Piscioti—ABI Peer Mentor
Ron Monforte-- Transporter
Susan Fazzino– Transporter and Gift Shop
Tom Wolfer– ABI Peer Mentor



Health Information Professionals Week: April 18-24

The American Health Information Management Association (AHIMA) reminds the industry to appreciate our Health Information Professionals annually. The staff in the Health Information Management (HIM) department is responsible for the collection, storage, coding, analysis, and interpretation of patient information to ensure an accurate and complete medical record that is available when needed to provide patient care. Health Information Professionals work at the intersection of healthcare, technology, and business. They connect people, systems, and processes to help make sure that sensitive health data remains accurate, accessible, protected, and complete. As healthcare advances, Health Information Professionals will continue to be the custodians of patient data and stewards of health information. Gaylord's HIM team is committed to remaining flexible and adaptive with the ability to quickly change course due to the frequent regulatory changes and increased use of advanced technology.

Positioned at the intersection of healthcare, technology, and business, professionals in the health information space possess a uniquely comprehensive view of a resource critical to meaningful health innovation. In medical coding, clinical documentation integrity, data analytics, management, privacy, security, and beyond, Health Information Professionals empower our partners in healthcare to provide high-quality, lifesaving care.

The Health Information Professionals at Gaylord have a combined total of over 188 years of experience and commitment to the health information of the patients treated. Thank you to all of our dedicated staff in this vital department!



HEALTH
INFORMATION
PROFESSIONALS WEEK



Thank
you!

- Tracey Nolan, HIM Director
- Karen Ingham, Medical Records Coordinator
- Mary Afeltra, HIM Assistant
- Sharon Griffin, Release of Information Coord.
- Barbara Carrano, OP Coder
- Donna Rivera, OP Coder
- Kristen Cashman, IP Coding Specialist
- Kerry Williams, HIM Assistant
- Alyssa Cardona, IP Chart Analyst
- Tina Vincent, HIM Assistant



HEALTHCARE HALL OF FAME NURSES' WEEK 2025



<p>MAY 5 ROCK & REFRESH Wear your favorite Rock & Roll tshirt Rockin' Refresh Mobile Cart All shifts, all units</p> 	<p>MAY 6 POP ICONS Dress as your favorite pop icon Unit superlatives announced Pop-tastic Treats Breakrooms</p> 	<p>MAY 7 NEON LIGHTS & NASHVILLE NIGHTS Blessing of the Hands Dress country Discounted meal & free cookie for nurses, BBQ food Cafeteria Night shift glow party and BBQ</p> 	<p>MAY 8 THROWBACK THURSDAY Dress like your favorite decade Retro Refresh Mobile Cart All shifts, all units</p> 	<p>MAY 9 FREESTYLE FRIDAY Dress hip hop style Music Trivia Candy and snacks in breakrooms</p> 
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Gifts and awards throughout the week.

Happy



HOSPITAL WEEK

May 12-16, 2025

MONDAY MAY 12	TUESDAY MAY 13	WEDNESDAY MAY 14	THURSDAY MAY 15	FRIDAY MAY 16
Innovation of the Year Award / CHAMP Awards 12 p.m. Brooker Lecture Hall	Committee Engagement Fair 11a.m.-2 p.m. Brooker Lecture Hall	Craft Fair Jackson Lobby 8 a.m.-5 p.m.	Appreciation Lunch Wallingford campus 11:30 a.m.-1:30 p.m. Appreciation Dinner Wallingford campus Second Shift 4:30 p.m.-6:00 p.m. Appreciation Dinner Night Shift (1:00 a.m., Friday, May 16)	Free Dress Down Day Escape Room Jackson Ground Starting at 8 a.m. *Sign-ups required* Scholarship Presentation Brooker patio 3:00 p.m.

THANK YOU!
for all that you do

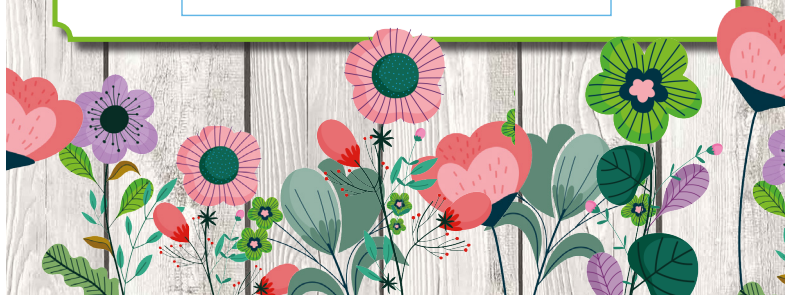


Spring Craft Fair

May 14 • Jackson Lobby • 8 am - 5 pm

To all crafters-

If you are interested in selling your crafts, please contact Georgette MacQuarrie x 2881 or via email at gmacquarrie@gaylord.org. The number of vendors will be limited and will be taken on a first come basis.



Does your child, 16 or over, need volunteer hours?

DATES: June 9, 10

We are looking for volunteers to help fold t-shirts, label bags and stuff Gauntlet runner bags.



Contact Georgette MacQuarrie at gmacquarrie@gaylord.org



Escape Room

A team of multidisciplinary players must safely transfer and escort a patient throughout their day of treatment and therapy, ultimately ending with a family meeting.

Along the way, players will need to ensure the patient's safety while completing a series of puzzles and challenges that will provide clues for their next steps. To succeed, players must observe their surroundings, communicate effectively, leverage each other's strengths, and think critically at every stage.

You have a total of 30 minutes to complete the escape room. The team who completes the escape room the fastest wins a prize. Make your team of 5 members. Sign-up today!



**Be Innovative.
Think Possible.**



Share your innovative ideas with us.

Scan the QR code or
email innovation@gaylord.org

New Innovation Submission Process...
More info to follow!

Check out this years' finalists for Gaylord's
Innovation Of The Year Award and cast your vote to
help us choose the winner!

Bags & Blooms

HEALTH AND WELLNESS EVENT

MAY 1ST | 5PM - 8PM

COCKTAILS, HORS D'OEUVRES, MEAL STATIONS, MUSIC, SILENT AUCTION & MORE

EVENT DETAILS

Join us on May 1st at the stunning Wadsworth Mansion for a night of health, empowerment, and community, presented by Carabetta Cares, INC. Enjoy an elegant evening catered by Aqua Turf Club while gaining valuable insights into women's health and wellness.

Keynote Speaker: Dr. Steve Fleischman

Renowned OB/GYN expert discussing "Hormones, Nutrition, and Women's Health: A Lifetime Journey."

Emcee: Alyssa Taglia of Channel 8

Personal Story: by Anna Carabetta

Gourmet Food Stations by Aqua Turf Club

Silent Raffle of Designer Handbags

Bid on luxury handbags while supporting a great cause.

Don't miss this unforgettable night of education, inspiration, and giving back.



SCAN TO PURCHASE
YOUR TICKET

WADSWORTH MANSION
THURSDAY, MAY 1ST 2025

421 WADSWORTH ST,
MIDDLETOWN, CT 06457

What's Cookin' in the Cafeteria? -April-

Menus are
**NOW AVAILABLE
ON SHAREPOINT**

MONDAY 4/21

Kitchen Crafted **Iron City Pizza**- Detroit Style Pizza - Choose 2! Spicy Red (pepperoni, crushed red pepper), Motown Meat (pepperoni, sausage, ham, bacon) or Veggie Bomb (mushroom, peppers, onions)

The Bowl **Steak & Cheese** - Build Your Own steak/chicken or veggie and cheese Subs

Other Margherita Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

TUESDAY 4/22

Kitchen Crafted **Fruta Bomba** - Mojo Chicken Salad over greens with plantains and fruit salsa, roasted pork with rice and beans or a Sabroso Cuban sandwich with sweet potato fries.

The Bowl **Steak & Cheese** - Build Your Own steak/chicken or veggie and cheese Subs

Other Buffalo Chicken Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

Happy Earth Day!

WEDNESDAY 4/23

Kitchen Crafted **Cheese Louise**- Cauliflower or Smoked Gouda Mac 'n Cheese! Top with pulled chicken or pork, caramelized onions, broccoli, mushrooms, bacon, jalapenos, Buffalo or BBQ sauce. Try buffalo chicken Mac N Cheese! **Add on:** Strawberry Shortcake

The Bowl **Steak & Cheese** - Build Your Own steak/chicken or veggie and cheese Subs

Other Broccoli & Cheese Calzone, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

THURSDAY 4/24

Kitchen Crafted **Tandoori** - Butter Chicken (LTOI) or Vegetable Samosa over basmati rice. Served with chana masala, charred broccoli, curried cauliflower, peanut slaw. Topped with cilantro, pickled onions, cucumber raita or coconut chutney.

The Bowl **Steak & Cheese** - Build Your Own steak/chicken or veggie and cheese Subs

Other Pepperoni Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

FRIDAY 4/25

Kitchen Crafted **Chef Special** - Come see what Chef Jessie whips up! CNM Meghan will also be making green smoothies!

The Bowl **Steak & Cheese** - Build Your Own steak/chicken or veggie and cheese Subs

Other Cheese Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

MONDAY 4/28

Kitchen Crafted **Spud Shack**- kielbasa, chicken or chili over a baked potato, sweet potato or mashed potatoes! Top with bacon, broccoli, jalapenos, cheese sauce, BBQ sauce

The Bowl **Build Your Own Lo Mein or Fried Rice Bowl**

Other Margherita Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

TUESDAY 4/29

Kitchen Crafted **Verde** - Fajita Chicken or Ground Beef in a burrito or taco bowl. Top with salsa, cheese, peppers & onions, guacamole, queso.

The Bowl **Build Your Own Lo Mein or Fried Rice Bowl**

Other Buffalo Chicken Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

WEDNESDAY 4/30

Kitchen Crafted **Pecking Order**- Hand-breaded chicken tender baskets - classic, sweet heat buffalo or thai chili with french fries and fried pickles! **New!!**

The Bowl **Build Your Own Lo Mein or Fried Rice Bowl**

Other Broccoli & Cheese Calzone, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

THURSDAY 5/1

Kitchen Crafted **Greek Out**- Yogurt marinated chicken, lamb shwarma or falafel over greens or in a warm pita. Top with cabbage slaw, tabbouleh, feta, Greek dressing, pickled onions or kickin' herb sauce!

The Bowl **Build Your Own Lo Mein or Fried Rice Bowl**

Other Pepperoni Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

FRIDAY 5/2

Kitchen Crafted **Chef Special** - Come see what Chef Jessie whips up!

The Bowl **Build Your Own Lo Mein or Fried Rice Bowl**

Other Cheese Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

Food Drive for Master's Manna

Thank you to everyone who participated in our recent food drive to benefit [Master's Manna](#), a Wallingford based non-profit that serves homeless, near-homeless, and low to moderate income families and residents who face food insecurity and lower access to essential life needs.

Sharon Raffone and Cammy Nigro, pictured right, **delivered 118 pounds of food collected by Gaylord employees.** On average, that could feed over 30 people!

Thank you for all your donations!!





innovation OF THE Year Award

May 12 • 12pm
Brooker Lecture Hall

Help us choose the winner!

Read through the four finalist innovations and pick one who deserves to win. To vote, scan the QR code. One vote per person. **Be Innovative. Think Possible.**



Finalists



Safe Patient Handling Bins

Opportunity

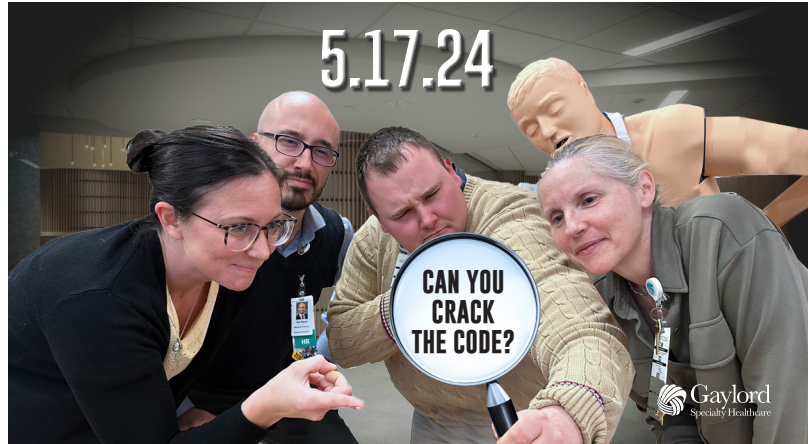
The creation of the Safe Patient Handling Bins was driven by the goal of reducing patient handling injuries. This initiative focused on increasing clinical staff awareness of the availability and proper storage of additional safe patient handling supplies. By strategically placing these bins in clean supply rooms across all units, staff now have convenient access to essential equipment, ultimately promoting safer patient care practices throughout the hospital.

Innovation

The innovation involved the development of a supply bin containing three essential safe patient handling items: gait belts, slide boards, and multiloop repositioning slings compatible with patient lifts. Par levels were tailored to meet the specific needs of each unit, ensuring adequate supply availability. Each bin was clearly labeled with a laminated sign listing the included items, making it easy for staff to quickly identify and access the equipment. Clinical staff were educated on the purpose and use of the safe patient handling bins, which are now checked weekly to ensure they remain adequately stocked.

Today

While reducing employee injuries remains a work in progress, we have observed an increased use of safe patient handling supplies by clinical staff since the implementation of the bins. By centralizing the equipment in one location, it becomes easier for staff to audit the availability of supplies and identify when inventory is running low, ensuring that there is always an adequate supply of safe patient handling equipment.



Escape Room

Opportunity

The idea for the Escape Room began as a fun and engaging way to encourage Gaylord team members to explore the new Institute of Advanced Rehabilitation (IAR) on Jackson Ground. This space is home to the Milne Institute for Healthcare Innovation, the Center for Education, the Office of Integrative Medicine, and the PM&R Residency Program. The goal was to create a hospital-wide event that celebrated Hospital Week, showcased the various departments within the IAR, and brought together employees from across the organization in a collaborative, exciting way. In addition to encouraging exploration and connection, the event provided an opportunity to reinforce core safety practices by integrating key tools and themes into the experience.

Innovation

What started as a simple idea blossomed into a creative, challenging, and highly interactive experience. The team developed a hospital-wide Escape Room event centered around a fictional patient elopement scenario. Participants were tasked with solving clues, completing puzzles, and overcoming challenges to locate the “missing patient.” Throughout the experience, different safety concepts, including our CHAMP tools, were woven into the storyline, reinforcing their importance in a fun, memorable way. Twelve interdisciplinary teams participated, with one team ultimately winning by solving the mystery in the fastest time. The event not only encouraged teamwork and critical thinking but also highlighted the unique contributions of each department within the IAR.

Today

Due to the overwhelming success and positive feedback from the first event, a second Escape Room is now in the works for May 2025. While it will feature a new theme, the focus will remain on interdisciplinary collaboration, teamwork, and learning through play. It promises to be another fun, engaging, and meaningful opportunity for staff across all departments to connect and grow together.



MEET YOUR GAYLORD CLINICAL EXPERTS

Sarah Ruffalo, PhD, ABPP
Director of Psychology

A nationally recognized expert in attention and cognitive health, Dr. Sarah Ruffalo is a board-certified Clinical Psychologist and serves as the Director of Psychology for Gaylord Specialty Healthcare. She has over 20 years of experience in the field of neuropsychology, with a focus on attention and cognitive health. Dr. Ruffalo is a frequent speaker at national and international conferences and has published numerous articles in the field of attention and cognitive health. She is also a past president of the American Psychological Association and the International Neuropsychological Society.

Tricia McElreath Ryan, PhD
Clinical Neuropsychologist

Tricia McElreath Ryan, PhD, is a clinical neuropsychologist providing diagnostic and treatment services in Huntington Park, Ontario, and Toronto, ON. She is an associate professor at the University of Toronto and a past president of the Ontario Psychological Association. She is also a past president of the Ontario Psychological Association and a past president of the Ontario Psychological Association. She is also a past president of the Ontario Psychological Association and a past president of the Ontario Psychological Association.

MEET YOUR GAYLORD CLINICAL EXPERTS

Andrew Robinson, PT, DPT
Occupational Clinic Supervisor

Andrew is a licensed Doctor of Physical Therapy (DPT) and the supervisor of Occupational Clinic. He has over 10 years of experience in the field of occupational therapy and is currently working at Gaylord Specialty Healthcare. He is also a past president of the American Occupational Therapy Association and a past president of the Ontario Occupational Therapy Association.

Carrie Potholakis, PT, DPT, CCS
Occupational Clinic Supervisor

Carrie is a licensed Doctor of Physical Therapy (DPT) and the supervisor of Occupational Clinic. She has over 10 years of experience in the field of occupational therapy and is currently working at Gaylord Specialty Healthcare. She is also a past president of the American Occupational Therapy Association and a past president of the Ontario Occupational Therapy Association.

Blaine Ross, PT, DPT
Physical Therapist

Blaine is a licensed Doctor of Physical Therapy (DPT) and a member of Gaylord Specialty Healthcare. He has over 10 years of experience in the field of physical therapy and is currently working at Gaylord Specialty Healthcare. He is also a past president of the American Physical Therapy Association and a past president of the Ontario Physical Therapy Association.



Longevity Program

Opportunity

The Longevity Program was born out of the growing interest among individuals to proactively manage their health and optimize their lifespan, rather than simply reacting to illness as it arises. The program addressed the critical gap between reactive disease treatment (“Medicine 2.0”) and proactive, preventive health optimization (“Medicine 3.0”). With growing public interest in longevity science and a healthcare system overly reliant on insurance-driven, illness-focused care, there was a clear need for a multidisciplinary approach to empower individuals to take control of their cognitive and physical health across the lifespan. Advances in research have shown that targeted interventions in areas like cognition, physical functioning, stress management, and nutrition can significantly impact long-term health outcomes. Recognizing this, our team sought to develop a program that would help individuals not only live longer but live healthier, more fulfilling lives by providing them with actionable insights and personalized plans.

Innovation

The Longevity Program is an innovative, self-pay model designed to evaluate and enhance both cognitive and physical health using science-backed strategies and a multidisciplinary approach. The program began with a pilot retreat last September where 6 participants underwent neuropsychological screenings to assess cognitive strengths and weaknesses, as well as physical therapy evaluations measuring factors tied to longevity, such as grip strength, walking speed, cardiovascular endurance, and power. Participants were provided with written summaries of their results alongside personalized action plans aimed at improving their overall health and lifespan. The retreat also included educational lectures focused on cognitive health, physical wellness, and stress management, giving participants practical tools to implement in their daily lives.

The program has since evolved to offer semi-annual retreats, in addition to one-day evaluations tailored to specific tracks such as optimization of functioning, dementia prevention, cardiovascular health, bone health, and menopause. Each evaluation targets key areas of functioning—cognition, sleep quality, nutrition, stress management, and physical fitness—ensuring a holistic approach to preventive care.

Today

Today, the Longevity Program has expanded its scope and reach with new features that enhance both its accessibility and effectiveness. We are working to partner with InsideTracker, a health dashboard platform, which will provide participants with a comprehensive tool to track key biomarkers over time, offering real-time feedback on their progress and ensuring adherence to recommendations. This data-driven approach will allow the team to better assess the long-term impact of interventions on participants’ overall health. Furthermore, we are in the process of expanding our multidisciplinary team by working to add a naturopathic physician and a physiatrist to address areas such as hormonal balance and chronic pain management. The program’s tiered pricing model remains self-pay but now includes reinvestment into community education programs focused on preventive care for underserved populations. The program’s pricing structure ensures sustainability while reinvesting a portion of profits into community-based education programs, helping bridge gaps for individuals who rely on insurance-based care. Additionally, we are collaborating with our in-house research expert to analyze participant data and use these findings to inform hospital-wide practices for all patients—regardless of insurance status. These advancements will transform the program into a scalable model of preventive care that combines cutting-edge innovation with a commitment to equity in healthcare access.



Patient Briefs

Opportunity

Our objective was to eliminate waste of adult briefs by distributing to the units loose rather than in packs of 20. When a patient is discharged, all supplies in the room are disposed of, including adult briefs.

Innovation

By breaking the packs of 20 and placing them in totes, the staff can now take exactly what they need. There are less "leftovers" to be discarded at discharge.

Today

We are using significantly fewer diapers, thereby generating a significant cost savings for Gaylord. A large amount of space was created by removing briefs from the Pixys machines and now that space used for other items.