

# Meet The Patient Advocate Team!



Back in May 2024, a new group of four select employees were trained and joined the Patient Advocate team! Please Welcome Blake Gagliardi, LCSW, Jillian Mattson, RN, Kaila Morin, PT, and Lori Vickers, PT to this very important team!

Our team of 10 is a mighty team of Patient Advocates who are the unsung hero's of Gaylord who work behind the scenes to assist patients and their families resolve concerns and issues that arise during a patients stay.

The role of being a Patient Advocate is an additional unpaid responsibility to the daily job role and responsibility of the advocate. Our advocates represent various departments throughout the organization and their skills are fundamental in approaching each case with compassion, fairness and confidentiality. Patient Advocates perform these duties from the heart to insure that Gaylord provides the highest level of quality patient-family centered care.

Please know that every employee is responsible for responding to the day-to-day needs and concerns of our patients! Staff is encouraged to address patient complaints and concerns by providing service recovery "in the moment" and only when the staff present and management team members are unable to respond to the needs of the patient, the Patient Advocate line should be contacted.

The Patient Advocate Line is a confidential phone line that can be called at (203) 284-2800, extension 3000 or 1-866-GAYLORD, Ext. 3000. All calls must go through the Patient Advocate Call Line process. Patients and families have access to the Patient Advocate Line which is the phone number posted in each patient room and is listed in the Guide To Your Stay. Please do not contact the patient advocates directly via their direct office lines.

## The Patient Advocates are:

*Pictured (L to R):*

**Dorothy Orłowski**, Manager of Patient Relations & Volunteer Services

**Blake Gagliardi**, Social Worker-Lyman 2

**Cheryl Joyner**, Manager of Revenue Cycle Experience

**Elle Maron**, Patient Experience and Volunteer Liaison

**Kaila Morin**, Outpatient Neuro-Supervisor-North Haven

**Lori Vickers**, Manager of Accreditation and Service

**Jillian Mattson**, Nurse Unit Manager-Hooker 1

**Bill Neidel**, Director of Inpatient Therapy Services

*Not pictured:*

**Chris Babina**, Director of Care Management

**Marci Brassard**, Inpatient Therapy Supervisor

FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

### FYI DEADLINE

The deadline for the next FYI is Friday, August 16.

Email: [publicrelations@gaylord.org](mailto:publicrelations@gaylord.org)

# Introducing the Gaylord Wolfpack Team Store!

Gear up for the opening Gaylord Wolfpack sled hockey home games this season! The team store has lots of options including shirts, pants, hats, jackets and hoodie jerseys for men, women and youth! Orders may be placed from August 1 – August 14. After that the store will be closed and orders will be printed and shipped out directly to each individual. Orders will arrive before our league games on September 28 and 29 in East Haven. Double check your sizes as orders are not returnable. The store is open to anyone who wants to show their team spirit! [Click here.](#)



**Show your Wolfpack Sled Hockey Team Spirit!**

*ONLINE*  
**TEAM STORE**  
**NOW OPEN**

Scan to order



The team store has lots of options including shirts, pants, hats, jackets and hoodie jerseys for men, women and youth!

**Place your orders by August 14. Shipped directly to you.**

# Vote for Us: Gaylord Specialty Healthcare



Health and Beauty:  
**Physical Therapy**



Top Employers:  
**Place to work**  
(250+ employees)



**Vote once a day, everyday! Help us win!**

**Scan the QR code to vote. Now through August 23**

# SUMMER FUN PAINT PARTY



**RELAX AND UNWIND -  
CREATE YOUR OWN  
"ISLAND IN THE SUN"  
ON CANVAS!**

**DETAILED  
INSTRUCTIONS  
PROVIDED**

**COOL OFF WITH  
LIGHT  
REFRESHMENTS,  
INCLUDING ICED  
COFFEE/TEA AND  
DESSERTS!**

**THURSDAY, AUGUST 22  
4PM, RONCARI HALL**

**READY TO RSVP? CONTACT SHARON AT  
SRAFFONE@GAYLORD.ORG BY TUESDAY, AUGUST 20**



**Gaylord**  
Specialty Healthcare



# August Superfood Stone Fruit

Try Chef Gabe's rotating stone fruit specials in the cafeteria!

- Aug 9** Peach Cobbler
- Aug 14** Cherry Vanilla Milkshake
- Aug 16** Grilled Nectarines
- Aug 23** Grilled Peach Pound Cake



Don't forget to join us for our Outdoor BBQ every Friday in August

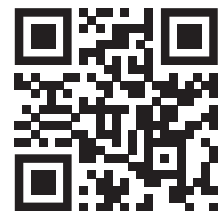
### Did you know?

Stone fruits are high in antioxidants, vitamin A,C,E,K and also high in fiber. Great for boosting immunity, promoting collagen production for glowing skin and digestion.



## Did your co-worker go above and beyond?

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



## Did you know Gaylord holds a weekly 'Photo of the Week' Contest on the intranet homepage?

Share your amazing photos with us and your photo may be chosen for display on the intranet homepage for one week for all to see. Please email photo entries to [publicrelations@gaylord.org](mailto:publicrelations@gaylord.org) with your name, department, title and brief description of the photo.



# Fit Testing

**August 6, 2024 - September 19, 2024**

Staff that are required to be fit tested will receive an email from **Gaylord University**, then follow steps to be completed on your phone, desktop, or laptop



<b>Step 1</b>	<b>Questionnaire</b>	All employees are to complete <u>entirely</u> even if not able to fit test	If employee has a beard or more than a thin moustached* per OSHA-no need to fit test- <b>stop after step 1</b>
<b>Step 2</b>	<b>Schedule appointment</b>	Open up time slots available and choose	This is employee's last step
<b>Step 3</b>	<b>Fit tester</b>	This is completed by person fit testing	Completed date will be reflected into each employee's UKG file

*\*Figure 1-short mustache only acceptable*



1. Accepting walk-ins will be very limited. Staff will still be required to complete questionnaire on UKG and will be taken after scheduled appointments.
2. Fit tests will be conducted by trained personnel following the OSHA guidelines.
3. At the completion of fit testing, employees will receive a Fit Testing Verification Respirator Training card.
4. Thereafter, employees will receive an annual reminder of fit testing.
5. Any HCW tested May through July 2024 will not have to fit test until 2025 however they will still have to complete the questionnaire and provide the documentation of fit testing if from another facility.
6. Please keep in mind that this process is new and it may encounter some delays in testing- we appreciate your patience.

**Any questions, contact Sonnia Belcourt ext. 2795**



**Be Innovative.  
Think Possible.**



**Share your innovative ideas with us.**

Scan the QR code or email [innovation@gaylord.org](mailto:innovation@gaylord.org)

# Jeans for Charity: Friday, August 16



The featured organization is:

**Chase Michael Anthony Foundation-Sandy Hook Memorial**

[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, Human Resources, Jackson 2 outpatient, North Haven, Cheshire, Cromwell and Madison.

## Gaylord Blog



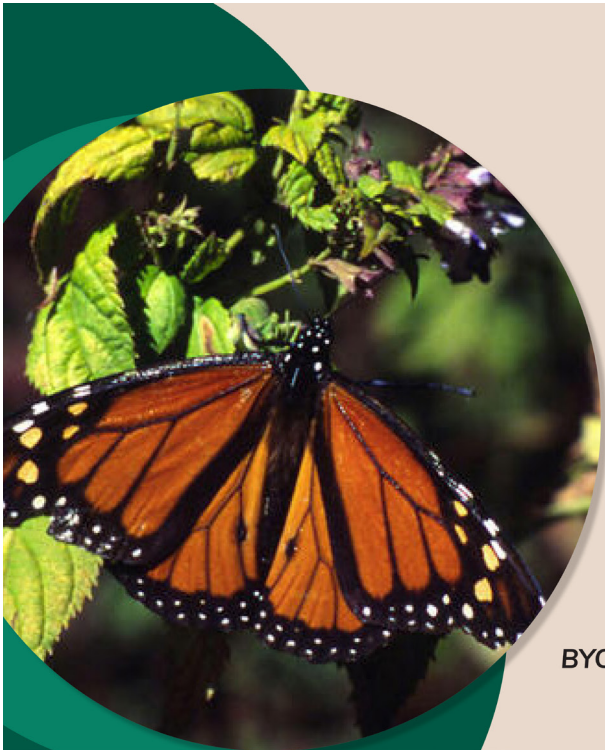
Check out **Kaila Morin**, PT, DPT, CBIS, Neuro Supervisor, North Haven outpatient, blog on:



**Walking Speed: The Sixth Vital Sign? Why this indicator is an important predictor of your health**

**REMINDER**  
for all emergencies dial  
**3399**

August	September	October
Jeans for Charity August 2, 16, 30	National Spinal Cord Injury Awareness Month Sept. 19	National Physical Therapy Month October 4, 18
	National Rehabilitation Awareness Week	National Case Management Week October 14
	Complex Rehab Technology Awareness Week	National Respiratory Care Week October 17
	Jeans for Charity Sept. 6, 20	National Pharmacy Week October 31
	Employee Appreciation Day/ Traurig Picnic Sept. 12	Infection Prevention Week October 31
		National Patient Account Management Week October 31
		Healthcare Quality Week October 31
		Employee Giving Campaign Kick-Off October 31



## Want to help the monarch butterflies?

Join “Milkweed Monday”  
Monday, August 12, 4 p.m.

Harvest milkweed from Gaylord’s campus for your own garden!

Meet Paula Savino at Lyman 1 Solarium.  
BYO shovel, gloves, containers for plants, and insect repellent.

# CORKS & FORKS

FOOD • SIGNATURE DRINKS • LIVE MUSIC

Thursday,  
September 19, 2024

5:30pm - 9:00pm  
Brooker South Lawn

Staff Discount:

**\$100**  
PER TICKET

*Limit 2 discounted tickets per employee*

To purchase tickets contact  
Georgette MacQuarrie at ext. 2881 or  
[gmacquarrie@gaylord.org](mailto:gmacquarrie@gaylord.org).

To benefit:



For more information visit [www.gaylord.org/corks](http://www.gaylord.org/corks)

November	December	January 2025	February	March	April
Jeans for Charity November 1, 15, 29	Giving Tuesday December 3  Jeans for Charity December 6, 20	Happy New Year	National Heart Month	National Nutrition Month  Brain Injury Awareness Month	Occupational Therapy Month

# Welcome

## to the Gaylord Team!

Anna Remiszewska	Pharmacist
Caroline Loverud	PT-North Haven
Kristina Cartier	PT-Cheshire/Wallingford
Kelsey Bridgham	EVS Aide
Sonya James	Intake Rep-WLFD
Tatyana Maldonado	PCT-H2
Camilla Nelson	PCT-H2
Melissa Muriel	PCT-M2
Laedie Felix	Intake Rep-NH
Karla Denis	Rehab Therapy Aide
Emily Davin	Referral Coordinator-OP
Richard Pucci	EVS Aide
Hayley Kyle	PCT-Float
Raven Long	MT-H1
Nia Mayo	PCT-L1
Syreena Melendez	PCT-H1
Emma Sheehan	PCT-Float
Marissa Vega	PCT-H1
Chelsie Cole	Clinical Service Associate-M2
Kevin Moody	Intake Rep-NH
Emily Cardona	GPN-H1
Melissa Molden	GPN-H1
Karena Buddoo	PCT-Float
Beau Lukman	Food Supervisor/Starbucks
Kelsey Cognetta	PT-NH
Tosha James-Goldson	LPN-Float Pool
Melody Manalili	RN-Float Pool
Anastasia Pimpinelli	LPN-H1



## AUGUST Service Awards

Congratulations to the following employees for their years of service to Gaylord:

### **30 YEARS**

**Karen Moore**  
Care Management

### **15 YEARS**

**Meghan Chiaraluce**  
Outpatient Therapy

**Brian Peregrin**  
Respiratory Therapy

### **10 YEARS**

**Beth Benigni**  
Nursing Services

**Mary Hickey**  
Outpatient Therapy

**Susan Stanton**  
Psychology

### **Attention FYI Readers:**

If you would like to submit an article, promote an event, etc., in FYI, please email:  
**[publicrelations@gaylord.org](mailto:publicrelations@gaylord.org)**  
with your details.

**Thank you!**



# Email Phishing Alert

There has been a noticeable increase in cyber attacks against healthcare organizations recently. An advisory was sent to all hospitals to be on heightened alert for attacks originating from email phishing campaigns.

## What can you do to help protect Gaylord?

1. Be extra cautious when opening, responding or clicking on links from emails originating outside of Gaylord.
2. If you get an email that looks suspicious – report it to the help desk (helpdesk@gaylord.org)
3. DO NOT download any software to your computer
4. DO NOT open attachments or click on links from emails that you do not recognize or did not request information from
5. Never provide your account information, especially your password, to anyone
6. Use complex passwords



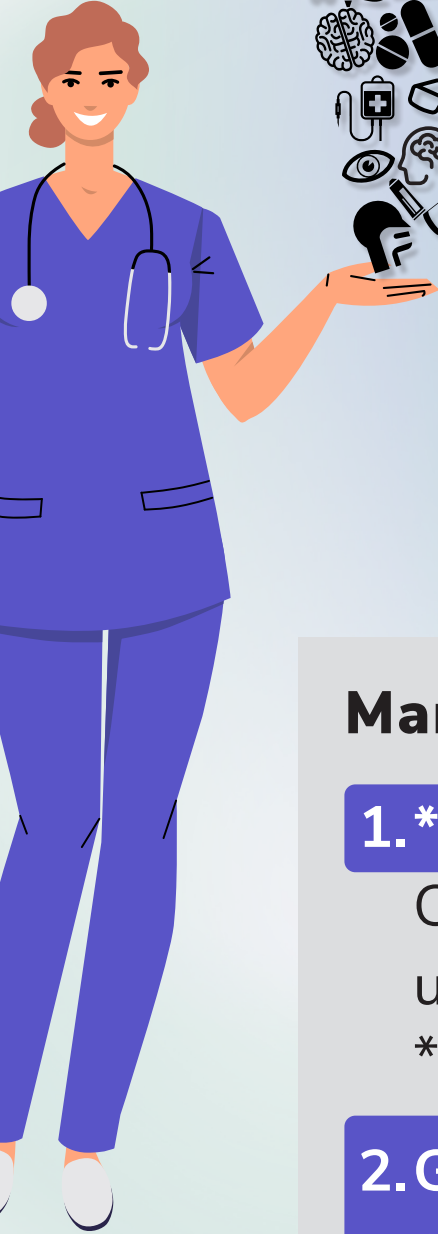
# Happy Retirement



Wishing you all the best in retirement, **Tammy Maher**, after 17 years of service. We will still see Tammy when she works per diem for the Respiratory Department.

## Save the Date





**ALL NURSING EMPLOYEES**

# Competency Validation

August 5- September 20

See your email for more information

## **Mandatory Annual Requirements:**

### **1. \*Clinical skills validation packets:**

Complete packet & return to your unit's "competency box" by 9/20

\*Nurses, PCTs/SNTs and MTs only

### **2. Gaylord University (UKG Pro Learning) online competency curriculum:**

Complete all assignments by 9/20

**3. N95 Fit Testing:** Register in UKG. Call Infection Prevention x2795 with questions.

**Questions?**

**Call the NPD Department x2135**



## Approved Validators

Andrea Fairchild, L1 RN  
Mia Pulisciano, L1 RN  
Allison Crandall, L1 RN  
April O'Neill, L1 RN  
Jaime Maddalena, L1 RN  
Brianna Puccino, L1 RN  
Siobhan Peng, H1 RN  
Jaime Kaska, H1 RN  
Yazmin Ortiz, H1 RN  
Arelis Quintana, H1 RN  
Emily Clifford, M1 RN  
Keri Saxton, M1, UNL  
Liz Kelly, M1 RN  
Brian Poplawski, M1 RN  
Ciara Caliwara, H2 RN

Beth Benigni, RN  
Jennifer Lombardi, RN  
Rosie Delgado, RN  
Raquel Conklin, RN  
Caitlin Cote, RN  
Breanna Medina, RN  
Kristen Berg, RN  
  
Erin Keef, H1 PCT  
Shauna Crawford, M1 PCT  
Theresa Smith, H1 PCT  
Charlease Hunter, L2 PCT

**PCTs & MTs can be signed off by a PCT or RN/LPN validator.  
RNs/LPNs can only be signed off by another nurse.**



## About

This group is designed to serve as a resource for individuals with MS as well as their caregivers, family and friends. It is an opportunity to share personal experiences, knowledge and emotional support within the MS community. Topics discussion will be based on group need.

## Join Us

**Where:** Chauncey Conference Center  
Gaylord Specialty Healthcare  
50 Gaylord Farm Road  
Wallingford, CT 06492

**When:** 4th Thursday of every month starting on August 22, 2024 from 5-6 p.m.

**Facilitator:** Kim Fredsall, PT, DPT

**Email:** [kfredsall@gaylord.org](mailto:kfredsall@gaylord.org)

\*Zoom available upon request

## ALL ARE WELCOME



# Refer A Friend

Employee Referral Bonus Program



Helping fill jobs is **ALL** our job.  
**Get paid to help.**

**\*REFERRAL BONUS**

**POSITION**

**\$2,000**

RN

**\$2,000**

Respiratory Therapist

**\$2,000**

PT

**\$1,500**

LPN

**\$1,000**

PCT

**\$1,000**

Intake Rep

**\$500**

EVS or F&N

**\*For program details and payout schedules, contact HR.**



August Safety Habit:  
**Mentor Each Other**  
**200% Accountability**



**Mentor Each Other**

**What should we do?**

Look out for one another to catch each other's mistakes while building a greater sense of accountability for our actions.

**Why should we do this?**

To catch and trap honest errors **BEFORE** they reach our patients

To hold each other accountable for meeting practice expectations

**Error Prevention Tools**

- Crosscheck and Coach teammates
- Speak Up for Safety: ARCC it up – "I have a Concern!"



**Coach Teammates:**  
**Use 5:1 Feedback**

**Encourage** safe and productive behaviors 5 times as often as you...

**Correct** an unsafe and unproductive behavior

**TIPS**

- Be willing to give feedback to others...and be willing to have others give feedback to you!
- Provide feedback based on observations
- Use the "lightest touch" possible

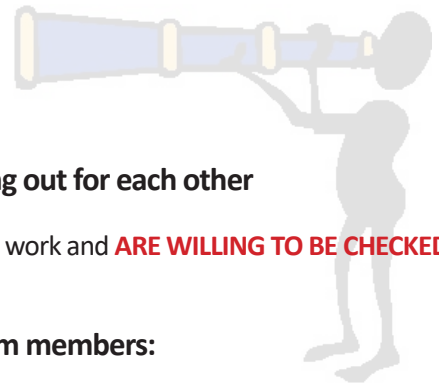
**Remember—without saying a word:**  
**"What you permit, you promote."**

**200% Accountability in Health Care**

**When we mentor each other, we significantly decrease the chance of making errors with skill-based tasks.**

**We are better together!**

**Crosscheck**



**Crosscheck = Watching out for each other**

Peers check each others' work and **ARE WILLING TO BE CHECKED**

**Look out for your team members:**

- Offer to check the work of others
- Point out work conditions (hazards) your team member might not have noticed
- Point out unintended slips and lapses
- Say **"Thanks for the crosscheck!"**



**Questions about CHAMP?**

Ask a Safety Coach. Talk to a staff member wearing the Safety Coach button.



## JUMP START YOUR CAREER IN HEALTHCARE TODAY!

Become a Certified Nursing Assistant and begin a rewarding career in healthcare. We understand the importance of hands-on educational training. With our dedicated simulation lab and clinical learning on Gaylord's state-of-the-art rehabilitation units, you can complete all of your training under one roof. Let Gaylord be the catalyst for your healthcare career by becoming a CNA!

### Student Benefits:

- Immediate employment after course completion for eligible candidates
- Potential reimbursement of program fees with employment commitment
- Shadowing and mentoring opportunities with RN, LPN, PT, OT, and RT staff

### Student Requirements:

- 18 years or older
- Fluent in English
- High school diploma or GED
- Resume
- Flu shot required
- Must pass a criminal background check, physical and drug screening

Program instruction is provided at **no cost**. Students are required to purchase books, scrubs, and pay for required medical clearance/background checks, and CT CNA Exam fees.

### Then Join Our Team & Enjoy Our Employee Benefits!

- Tuition reimbursement for college courses
- Dedicated to work-life balance with robust programs promoting health and wellness
- Opportunities to work on various clinical units: Progressive care, stroke, traumatic brain injury, telemetry, medical pulmonary and more

**Apply for an upcoming session TODAY!**



Scan our QR Code to apply online or email [CNAacademy@gaylord.org](mailto:CNAacademy@gaylord.org).

Visit [gaylord.org/center-for-education/cna-academy](http://gaylord.org/center-for-education/cna-academy)

or turn over for the September-October 2024 schedule details.

Contact Lacey at  
(203) 284-2784  
for questions.

# SEPTEMBER 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
<b>WEEK 1</b>	CLASS/LAB 8:00 a.m. - 2:30 p.m.		CLASS/LAB 8:00 a.m. - 2:30 p.m.		CLASS/LAB 8:00 a.m. - 2:30 p.m.	
29	30					
<b>WEEK 2</b>	CLASS/LAB 8:00 a.m. - 2:30 p.m.					

# OCTOBER 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>WEEK 2</b> continued		1	2	3	4	5
			CLASS/LAB 8:00 a.m. - 2:30 p.m.		CLASS/LAB 8:00 a.m. - 2:30 p.m.	
6	7	8	9	10	11	12
<b>WEEK 3</b>	CLASS/LAB 8:00 a.m. - 2:30 p.m.	CPR COURSE 8:00 a.m. - 12:00 p.m.	CLASS/LAB 8:00 a.m. - 2:30 p.m.		CLASS/LAB 8:00 a.m. - 2:30 p.m.	
13	14	15	16	17	18	19
<b>WEEK 4</b>	CLINICAL 7:30 a.m. - 2:30 p.m.	CLINICAL 7:30 a.m. - 2:30 p.m.	CLINICAL 7:30 a.m. - 2:30 p.m.	CLINICAL 7:30 a.m. - 2:30 p.m.	CLINICAL 7:30 a.m. - 2:30 p.m.	
20	21	22	23	24	25	26
<b>WEEK 5</b>	CLASS/LAB 8:00 a.m. - 2:30 p.m.		CLASS/LAB 8:00 a.m. - 2:30 p.m.		CLASS/LAB 8:00 a.m. - 2:30 p.m.	
27	28	29	30	31		

Students who are eligible for hire will be required to attend New Employee Orientation Nov. 4-8, 2024