

Amazon Delivers 140 Mini Trees and Holiday Joy to Patients

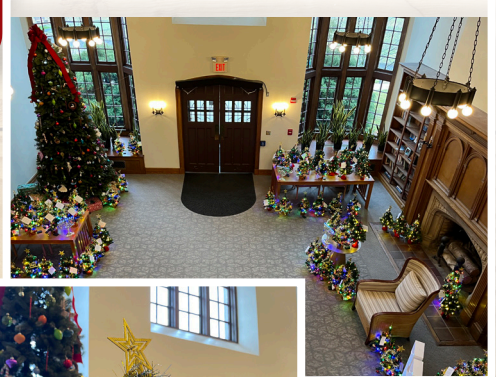
Two years ago, a young patient came to Gaylord Hospital after a long illness that slowly robbed her of her mobility. When she first arrived she was in low spirits, not only because of her condition but because she knew she would be spending the holiday season away from family and friends.

A small Christmas tree she bought for her room instantly cheered her up and she knew she wanted to share that same feeling with as many patients as possible. With the support of her family and friends, she anonymously purchased trees for 30 rooms. A generous donation of additional trees from Amazon made her wish of spreading joy to the entire hospital a reality.

This year we are thrilled and grateful that Amazon has donated 140 mini trees along with a number of menorahs for our patients who accepted their presents with smiles and – in some cases – happy tears. Special thanks to all of the volunteers who helped assemble and deliver trees. And shout out to Jon Mace for dressing up as Santa to help deliver trees.



Watch our “Tree Day” kick-off celebration with Amazon on Fox 61. [click here](#)



Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, December 20.

Email: publicrelations@gaylord.org

Our mission is to enhance health, maximize function and transform lives.

Inpatient Scheduling Team Awarded The Gaylord Cup



We are thrilled to recognize the outstanding work of the Inpatient Scheduling team for the successful digitalization of the inpatient schedule. This significant achievement was highlighted by our Chief Operating Officer, Pete Grevelding, who shared,

"For those who may not know, this new system replaces a cumbersome 9+ step process that used to take

hours each day. Now, the schedule is available to all and provides valuable data at our fingertips. This team began their work on this project about a year ago, and through their dedicated teamwork and countless hours of effort, the inpatient schedule is now fully digital. The collaboration across departments – from IT, to therapy, to facilities who installed the beautiful monitors in the staff office – made this transition not only possible, but seamless. A huge thank you to everyone involved for your hard work and dedication!"

We are incredibly proud of this team's success in streamlining operations and enhancing efficiency across the organization.

TOY DRIVE

to benefit elementary school-aged children in our community

Now through December 13

Please consider donating new and unwrapped toys such as:

- Barbie Dolls
- Board Games
- Sports Balls
- Legos
- Coloring Books
- Socks & PJs

Donation boxes are located in Jackson and Milne lobbies

CHRISTMAS
Carabetta Cares Inc
TOY DRIVE



CAP CLINICAL ADVANCEMENT PROGRAM

2025 Application Deadlines

January 15, April 15, July 15 and October 15

Nurses and PCTs are encouraged to apply to the CAP. **Questions?** Contact the Nursing Professional Development Team at x2135



GROW, DEVELOP AND ADVANCE YOUR PRACTICE.



Think Possible T-Shirt Sale



To purchase a short-sleeve t-shirt contact Georgette MacQuarrie at x2881 or email gmacquarrie@gaylord.org



connecticut GIVES and the Big \$100K Giveaway!

Help Us Win an Ad Grant

Vote for Gaylord

The Gaylord Sports Association's Wolfpack Sled Hockey team is vying for a \$10,000 advertising grant through Hearst CT Media Group's Big \$100,000 Giveaway, and we need your votes! Simply select "Gaylord Sports Association" as your favorite nonprofit [here](#). You can vote once per day, per device until December 20th.

A big thank you to our community partner, Choate Rosemary Hall, for nominating the Wolfpack. We appreciate your support—let's bring home the win!





The Holiday Season – Tips on Reducing Environmental Footprint

The holiday season is upon us! This is a memorable time filled with cozy moments, festivities, friends and family gatherings, and lots of food and gifts. On the other hand, this is also the time that leaves a significant imprint on the environment.

From waste to energy consumption, it is often easy to forget that we can do a lot to make the holiday season more eco-friendly. Here are some eco-friendly tips that can help reduce environmental footprint during the holidays:

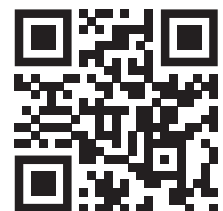
What you can do

- **Sustainable Decorations** - homemade decorations made from things found in nature
- **Sustainable Gift Wrapping** - reusable gift bags, brown paper bags, and eco-friendly tape
- **Conscious Gift Giving** - tickets to events and experiences, handmade gifts, and smaller items
- **Eco-Friendly Holiday Cards** - cards made from recycled paper, E-cards
- **Reducing Food Waste** – plan your meals, compost, and reuse leftovers to create new dishes
- **Eco-Friendly Holiday Tree** – a live tree from a sustainable farm to mulch and compost later
- **Energy Efficient Heating and Lighting** – smart/programmable thermostats, solar powered lights, or LED holiday lights, and setting timers on holiday lights if possible
- **Eco-friendly Party Supplies** – reusable plates, cups, and straws. Compostable items if using disposable ones
- **Give back to the Planet** – donate to a cause, support companies that practice sustainability, and plant a tree to contribute to reforestation



Did your co-worker go above and beyond?

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



PAINT ON THE HOLIDAY CHEER



Annual Holiday Window Painting Event

Check out the inpatient therapy gym's festive windows painted by staff.





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

Claudia Torres Food & Nutrition
Emily Davin Patient Access
Kelsey Cognetta North Haven-PT
Priti Kapoor Development
Sarah Carpenter/Mandy Inpatient Therapy

Did your co-worker go above and beyond?

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



EXCLUSIVE
**Wooden
Gaylord
Ornament**

ONLY AVAILABLE AT

 **Gaylord** | Gift Shop
Specialty Healthcare



Be Innovative.
Think Possible.



Share your
innovative
ideas with us.

Scan the QR code or
email innovation@gaylord.org

Jeans for Charity: Friday, December 20

The featured organization is:



Girls Inc, Meriden

Girls Inc. is the preeminent girls' leadership organization equipping girls to reach their full potential. [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.

INSIDE EDITION

Man Battling Cancer Relies on Taylor Swift to Help Fight Illness



Featuring Gaylord patient Ryder Scelza

[Click Here](#)

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 with your name, department, title and brief description of the photo.



**CHECK OUT
24 PEACE**
ECO FRIENDLY CLOTHING FOR
THE ENTIRE FAMILY

**THURSDAY, DECEMBER 12
JACKSON LOBBY
9 A.M. TO 5 P.M.**

**EVERYTHING IS 20% OFF
PLUS BUY ONE GET ONE FREE
ON KIDS TEES**

Gaylord
Specialty Healthcare

**CHECK OUT
MILFORD ROCKS**
JEWELRY • STONE CARVINGS • FOSSILS

**THURSDAY, DECEMBER 12
JACKSON LOBBY
9 A.M. TO 5 P.M.**

Gaylord
Specialty Healthcare

FOLLOW THE LINE →
EVERY TIME ↓



REMINDER

Frequently check portable oxygen tanks

		Liquid Tank Durations:							
LPM	1	2	3	4	5	6	8	10	15
Hours	13	7	5.5	4	3.3	2.8	N/A	N/A	N/A
Hours	13	7	5.5	4	3.3	2.8	2.1	1.7	1

These times are estimates, please check your tanks when in use

Blue top tank 1-6LPM



Red top tank 1-15LPM



IMPORTANT INFORMATION on Multi-Drug Resistant Organisms (MDRO)

According to the CDC, multi-drug resistant organisms (MDRO) have become an URGENT public health threat. An MDRO is resistant to different antimicrobial agents or has a resistance mechanism that has never, or very rarely, been identified in the United States. The more often antibiotics are used, the more likely it is that resistant bacteria will develop.

MDROs can cause infections in any part of the body, including the blood, organs, skin, and surgical sites. They then can be spread from person to person through contact or by touching something that has the germs on it. Hands are a common way for MDROs to spread. Currently, the CDC is focusing on support of the development, implementation, and coordination of strategies to prevent the spread of MDROs across healthcare facilities.

The following MDROs are of great concern:

- Carbapenemase-producing Enterobacterales (CP-CRE)
- Carbapenemase-producing Pseudomonas spp. (CP-CRPA)
- Carbapenemase-producing Acinetobacter baumannii (CP-CRAB)
- Candida auris

Strategies to prevent spread of these MDROs are:

1.

Thorough and frequent hand hygiene

- Whenever your hands are visibly dirty
- Before and after glove removal
- Before going into a patient room/when coming out of a patient room
- Before and after performing any care on a patient
- After exposure to bodily fluids
- After touching a patient
- After touching patient's surroundings
- After and between tasks involving cleaning patient/clinical areas
- Soap and water when in contact with patient with C diff.
- Soap and water after a few applications of hand sanitizer



December	January 2025	February	March	April
Jeans for Charity December 6, 20	Happy New Year National Blood Donor Month Gaylord Gauntlet 5k Registration Opens	American Heart Month National Therapeutic Rec Month Patient Recognition Week Cardiac Rehab Week	National Nutrition Month Brain Injury Awareness Month	Occupational Therapy Month

2.

Proper use of gloves

- Change gloves when they are dirty
- Change gloves when they are torn
- Take off when coming out of a patient room
- Put a new pair on with each new task
- Do not use with care of multiple patients
- Perform hand hygiene before and after glove removal



3.

Initiating proper isolation precautions as soon as possible



4.

Cleaning and disinfecting any surface or equipment that is not disposable after patient use. Remember this is always a 2 step process

- First, you **CLEAN** any gross debris (even if not visible)
- Second, you **DISINFECT** surfaces or equipment



5.

Follow manufacture's recommendations of disinfectant including

- Dwell or "kill" time –usually indicated in front of product
- Make sure you know why and what product you are using-dependent on organism or task being completed
- **Always** ensure the tops of wipes are properly closed, otherwise the wipes dry out, rendering them ineffective in cleaning and disinfecting



The Department of Public Health (DPH) recently paid us an expected visit and identified areas for improvement. DPH is scrutinizing healthcare facilities to ensure infection prevention strategies are in place. The message is clear that these MDROs are very serious and healthcare facilities need to ensure they are complying with measures to prevent transmission.

Any questions please contact Sonnia Belcourt, Manager of Infection Prevention at x2795.

Welcome to the Gaylord Team!

- Steven Kanoff** PT-NH
- Kaitlyn Remond** OT-Inpatient
- Jessica Skiffington** Medical Assistant-OP
- Lauren Salazar** Central Registration
- Marc Farbes** PT-NH
- Justin DeJoseph** CT Scan Tech/RT
- Gerry Dandrow** Security Officer
- Hannah Meister** Pharmacist
- Dan Mclsaac** Content & Digital Marketing
- Leomaris Perry** LPN-H1



DECEMBER Service Awards

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

20 YEARS

Bill Neidel
Inpatient Therapy

15 YEARS

Barbara Banning
Pharmacy

Chrissy Rutigliano
Medical Services

10 YEARS

Vanessa Baumann
Respiratory Therapy

5 YEARS

Jim Russo
Human Resources

Elisabeth Kelly
Nursing Services

May

National Nurses' Week
National Hospital Week

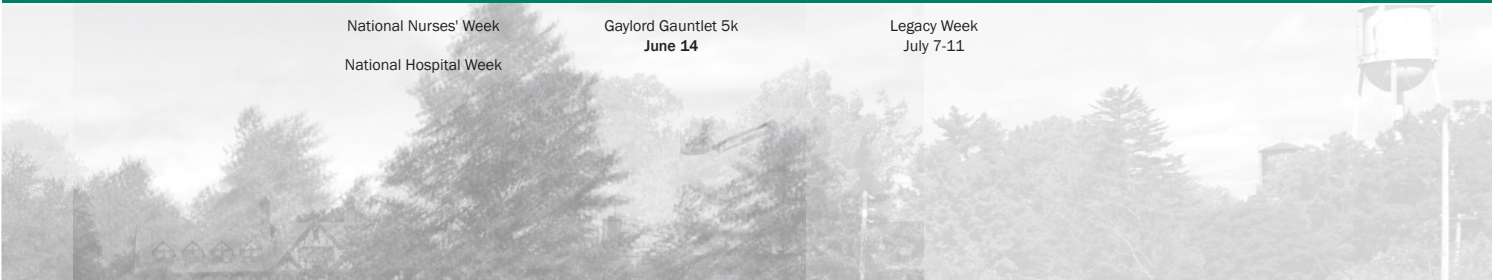
June

Gaylord Gauntlet 5k
June 14

July

Legacy Week
July 7-11

August





Documentation

D E C E M B E R

A month filled with interdisciplinary documentation education and holiday fun..

- *Webinars*
- *Gaylord University Learning*
- *Documentation Tips and Hot Cocoa Sips Cart - December 11 and 13th*
- *Educational Games and Raffle Prize & more!*

Healthcare Documentation Best Practices



Be Objective and Factual

- Use clear, precise language to describe observations
- Include measurements and quantifiable data
- Document patient quotes when relevant

Be Thorough

- Record all assessments, interventions, and patient responses
- Include timestamps for all entries
- Document patient education and any refusal of care
- Write a narrative note when a patient's care deviates from the standard

Be Accurate and Complete

- Use correct patient charts and identifiers
- Aim to document in real time to ensure details are not forgotten
- Clearly mark and date any late entries

Be Professional

- Avoid blame, pointing fingers and passing judgments (see example of a note below where blame is included)
- Leave out any personal perspectives, reasons or feelings

Follow Protocols

- Adhere to facility-specific documentation requirements
- Be sure to follow your scope of practice (ex. LPN documents concern or acute change in patient, which is followed up by RN re-assessment)

Use Subjective Language

- Avoid vague terms like "large amount" or "seems better"
- Don't include personal opinions or judgments about patients

Make Assumptions

- Don't label patients (e.g., "uncooperative")
- Avoid documenting care not yet provided

Alter Records

- Never change existing documentation
- All EMR entries are discoverable

Use Unapproved Abbreviations

- See table on next page from Gaylord's policy 2-400.12

Remember: If you didn't document it, you didn't do it. Proper documentation protects both you and your patients.

Healthcare Documentation Unapproved Abbreviations

Abbreviation	Potential Problem	Preferred Term
U,u (unit)	Mistaken as zero, four, or cc	Write unit
IU (international unit)	Mistaken as IV or 10	Write international unit
QD, Q.D., qd, q.d., Q.O.D., QOD, q.o.d., qod (Latin abbreviation for once daily and every other day)	Mistaken for each other. The period after the Q can be mistaken for an "I" and the "O" can be mistaken for "I"	Write daily and every other day.
X.O - trailing zero .X mg - lack of leading zero	Decimal point missing	A trailing zero may be used only when required to demonstrate the level of precision of the value being reported. However, a trailing zero may not be used for medication orders or medication-related documentation. Always use a zero before a decimal point
MS, MSO4 MgSO4	Confused for one another Can mean morphine sulfate or magnesium sulfate.	Write morphine sulfate or magnesium sulfate

Example of Unprofessional Documentation:

6:35 AM: I asked the nurse to bring patient up to CT scan for Head CT since she is on Coumadin and was found down at home for unknown duration of time.

6:40 AM: Nurse Becca communicated with me that she is unable to transport patient due to unavailability of respiratory therapist as patient is on BIPAP for hypoxia.

I spoke with the RT Anthony directly and he states he cannot transport the patient because he is solo coverage and he is creating assignments for the dayshift and writing reports. I explained this patient is on blood thinner and was found on the floor but he reiterated he cannot bring the patient.

Transport will try to be expedited as soon as day coverage arrives.

Naughty or Nice List of Healthcare Documentation

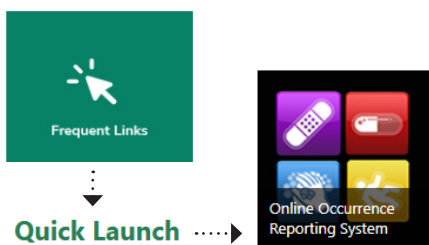
Naughty	Nice
LPN entered room and patient looked upset.	Patient stated, "I'm feeling anxious about this procedure."
Medication administered per orders.	Administered 500mg Acetaminophen PO at 1400 for reported headache pain 6/10.
Doctor made aware. No new orders at this time.	Dr. Adjepong notified of BP 180/110 at 2130.
Patient refusing care.	Patient declined blood draw, stating "get that needle away from me." Educated on importance of lab work. Will attempt again in 1 hour.
Wound is improving.	Surgical incision is 10cm in length, edges well approximated, and no signs of infection. Minimal serous drainage noted on dressing.
Will continue to monitor.	Will reassess pain level and vital signs Q4 hour and PRN.
Patient confused.	Patient orientated to person only, unable to state current location or date. Frequently asking "where am I?"
Patient's family member comes to visit, appears drunk.	Patient's family member present at bedside, slurring words, swaying, eyes bloodshot.
20U of Insulin administered 5pm.	20 units of insulin administered at 1700.
Patient in pain.	Patient groaned and grimaced when moving from back to side.
Large amount of drainage present.	300ml of serosanguineous drainage present.
Patient is uncooperative and won't take medications.	Patient refused 0900 medications.
Patient is sleeping.	Patient is lying in bed with eyes closed.
Patient had a temperature after breakfast.	Patient had a temperature of 101.3 degrees at 0900.

December Safety Topic:
Occurrence Reporting



Online Occurrence Reporting System...

Do you know where your RL Icons are?



Signing into RL brings you to your Icon Wall.

Click on the Submission Form Icon that seems the best fit to the occurrence you are reporting.

Some are self-explanatory:

- Blood Product**
- Fall**
- Skin**
- Diagnostic Imaging**
- Restraints**
- Tube/Drain**

Some are less obvious:

Do I choose **“Diagnostic/Treatment”** or **“Provision of Care”**?

Which is best: **“Equipment/Device”** or **“Facilities”**?



The thing to remember is...

There is really no wrong choice!!

Select the Submission Form Icon that seems best to you, and fill in the required * fields.

For tracking and trending purposes, Quality and Safety will convert your report to a different Form as needed.

Useful Tip



At the upper left corner of the Icon Wall is the very useful “Find a form” field.

Type in a few words about the occurrence, and the best Form(s) options will appear.

Thank you for submitting occurrence reports!
Contact Quality and Safety with questions x2783





Refer A Friend
Employee Referral Bonus Program

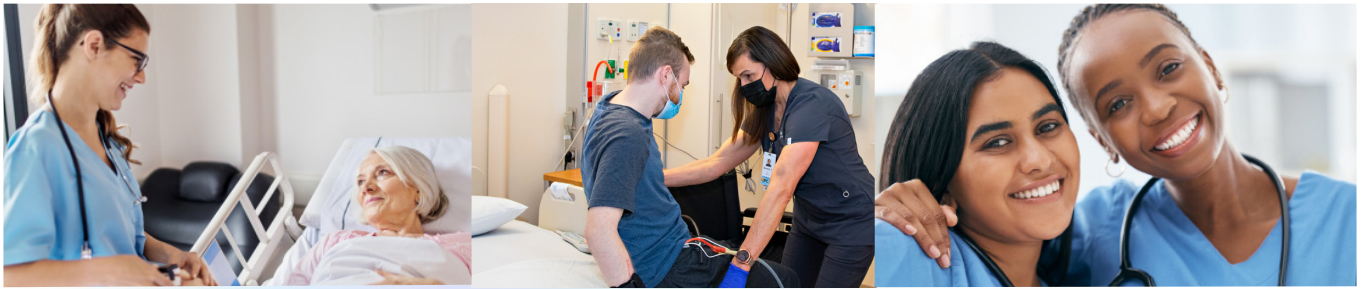


Helping fill jobs is **ALL** our job.
Get paid to help.

*REFERRAL BONUS	POSITION
\$2,000	RN
\$2,000	Respiratory Therapist
\$2,000	PT
\$1,500	LPN
\$1,000	PCT
\$500	EVS or F&N

*For program details and payout schedules, contact HR.





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
- Annual flu shot
- 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.

Call (203) 284-2784 for questions.

Visit gaylord.org/center-for-education/cna-academy

JANUARY 2025

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
WEEK 1		CLASS/LAB 8:00 a.m. - 3:00 p.m.	CLASS/LAB 8:00 a.m. - 3:00 p.m.		CLASS/LAB 8:00 a.m. - 3:00 p.m.	
26	27	28	29	30	31	
WEEK 2	CLASS/LAB 8:00 a.m. - 3:00 p.m.		CLASS/LAB 8:00 a.m. - 3:00 p.m.		CLASS/LAB 8:00 a.m. - 3:00 p.m.	

FEBRUARY 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
WEEK 3	CLASS/LAB 8:00 a.m. - 3:00 p.m.	CPR COURSE 8:00 a.m. - 1:00 p.m.	CLASS/LAB 8:00 a.m. - 3:00 p.m.		CLASS/LAB 8:00 a.m. - 3:00 p.m.	
9	10	11	12	13	14	15
WEEK 4	CLASS/LAB 8:00 a.m. - 3:00 p.m.	CLINICAL 7:00 a.m. - 3:30 p.m.	CLINICAL 7:00 a.m. - 3:30 p.m.	CLINICAL 7:00 a.m. - 3:30 p.m.	CLINICAL 7:00 a.m. - 3:30 p.m.	
16	17	18	19	20	21	22
WEEK 5	CLINICAL 7:00 a.m. - 3:30 p.m.	MAKE UP DAY CLINICAL/SKILLS 8:00 a.m. - 2:30 p.m.	CLASS/LAB 8:00 a.m. - 3:00 p.m.		CLASS/LAB 8:00 a.m. - 3:00 p.m.	
23	24	25	26	27	28	
	*ONBOARDING WORKSHOP 9:00 a.m. - 11:00 a.m. *Eligible Hires Only					

Students who are eligible for hire will be required to attend New Employee Orientation Mar. 3-7, 2025



2025 HOME GAME SCHEDULE

Choate Rosemary Hall, Remsen Arena
35 N ELM ST, WALLINGFORD, CT

SATURDAY
JANUARY

4



VS

12:30 PM



VS

5:30 PM



SUNDAY

JANUARY

5



VS

9:30 AM



VS

2:00 PM



FREE and Open to the public.

Come support the Gaylord Wolfpack!



Scan for full game schedule or visit www.neshl.org

