WELCOME



Mitch Podob

VP of Human Resources



Third Quarter 2023 ICARE Nominees Announced

Four recipients of the quarterly nominations for the Joseph A. Lindenmayer Employee of the Year were recently announced. This group is the third of the recognition cycle for 2023.

It is our employees who make Gaylord so special for our patients. Whether providing direct patient care or providing the myriad of support to the caregiver teams, each employee is vital to our success and to our mission of improving the health and functionality of our patients. Our core values spell ICARE: Integrity, Compassion, Accountability, Respect and Excellence. In its deliberations of the candidates, the committee constantly reflects upon the importance of respect, not only for patients and families, but also for co-workers.

The first nominee is **Kaila Morin**. Kaila is one of the Clinical Supervisors at our North Haven clinic. She has been here since September 2019 and was nominated by a patient.

The patient states: "I worked with Kaila for about a month in August of 2022. I was impressed by her calm, competent and professional manner and how she always answered my many questions clearly and made sure I understood what she had said.

She clearly explained the purpose of each exercise, why she picked it and how it related to my problem. She listened carefully and each new session

built on my progress at home. She continually recommended even more strenuous exercises and stressed not to overdo it.

ICARE story continued on page 2

Our Values are

 $\overline{\mathrm{I}}$ ntegrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

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

Email: publicrelations@gaylord.org

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

ICARE Nominees Announced

Continued from page 1

I felt she treated me as a unique individual and understood right away the appropriate pace for me. She was very flexible, always willing to try new things and if that didn't work to try something else.

At the last session, she made sure I had a plan forward and that I could contact her if needed. All in all a very good experience that cured my problem in a thoroughly comfortable and relaxed way".

Kaila's supervisor, Jacob Hunter, states: "It is with great pleasure that I support the nomination of Kaila Morin for the Employee of the Year. Kaila quickly established herself as a motivated and patient-focused clinician upon her arrival. If there were any requests for participants in new program development, new equipment experimentation, or clinical process improvement Kaila would be the first to say "yes". Every day she lives the "Think Possible" motto, which her patients appreciate and aspire to.

Kaila's face and written expertise have been all over multiple publications in the past year. She was the primary author in Rehab Magazine for not one but two articles! In July 2022, she wrote "Defying Gravity with Aquatic Therapy," giving the reader a "deep dive" into the benefits of aquatic therapy for neurorehabilitation. In September, she wrote "Walking Speed and Fall Prevention" to educate on the vital correlation of walking speed as a predictor of functional mobility and fall risk. Both of these articles showcase Kaila's expertise and skill set as a treating clinician and rehabilitation leader.

Kaila was also featured in multiple newspaper articles this past year. The New Haven Register featured a local choreographer and director who found himself paralyzed after brain cancer treatment with multiple complications. Kaila was his primary physical therapist and helped him to walk independently, which was well beyond everyone's expectations. She was also notably acknowledged by WTNH and the New Haven Biz newspaper for her role in the recovery of a beloved newscaster who suffered a stroke and learned how to walk again because of his work with Kaila.

In April 2022, Kaila was selected as one of the clinicians charged with starting our neurological therapy clinic in North Haven. She was then quickly promoted to the Clinical Supervisor of our physical, occupational, and speech therapists of this new clinical venture in combination with our existing orthopedic physical therapy Clinic. Kaila seamlessly transitioned into leadership, showcasing her trademark "yes" and taking on everything that came her way. This clinical buildout encountered several challenges as we expanded from 5,000 to 12,000 sq ft. Her calm demeanor and determined attitude allowed us to establish ourselves in this new space paving the way for hundreds of patients to receive neurological therapy care. This clinic has expanded more rapidly than planned. Kaila has been at the forefront of the adaptations needed, including hiring more clinical staff, ordering more equipment, and coordinating with more physicians eager to see this brand-new, state-ofart clinic.

Kaila has been an exceptional addition to the Gaylord leadership team. She is calm under pressure, extremely bright, patient-focused, and always willing to do what is best for Gaylord. I congratulate her on all she has achieved this year and thank her for the wonderful example she sets for staff and patients".



Our next nominee is **Michael Bowering**. Michael is an Application Analyst in our IT Department and has been with Gaylord since 2020 and was nominated by a co-worker.

The co-worker states, "It is my honor to nominate Mike

Bowering for the ICARE Award. Mike is everything ICARE stands for. Integrity is a word that magnifies so many aspects that Mike has. He takes pride in his work, is always respectful of others' needs, keeps his word, and helps others beyond what he needs to do. His compassion towards others shows how he cares by being there for us when we require IT and clarifying the world of computer lingo. Mike takes on issues with 100% accountability. He will research and find an

ICARE story continued on page 5



Welcome Back Dr. Sarah Bullard

A note from Dr. Steve Holland, CMO:

Please join us in welcoming back **Sarah Bullard**, who is assuming the position of Director of Psychology

effective immediately. Most of you know Sarah from her work in this role prior to 2017. When the opportunity presented itself, Sarah very graciously offered her services until a replacement director could be found. Since being back these last several months, she has enjoyed being part of the Gaylord family once again and agreed to take on the role permanently. We are thrilled to have Sarah back with us in this critical leadership role and look forward to doing great things. Please feel free to congratulate Sarah when you see her or individually by email.

It's Getting Cold Out There...

Order your Gaylord Gear Today!



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



Jeans for Charity January 20	Jeans for Charity February 3, 17	Jeans for Charity	Jeans for Charity	Jeans for Charity
		March 3, 17, 31	April 7, 21	May 5, 19
*Hiring Event January 17	National Heart Month	National Brain Injury Awareness Month	National Occupational Therapy Month	Better Speech & Hearing Month
opportunities. Brooker Lecture Hall	lational Psychology Month	National Social Work Month	Patient Experience Week	National Hospital Week
12-2pm & 3-5pm Visit www.gaylord.org/careers				Nurses' Week Stroke Awareness Month

to the Gaylord Team!

Abigail Myers PCT

Tamara Alexander Rehab Therapy Aide (NH)

Erin Hicks PCT-H2

Kathryn Brophy Team Leader, F&N

Christina Cleri PCT-Float-Weekends Only

Amanda Tressel PCT-L2

Shauna Crawford Graduate PCT

Donna Peluso Rehab Therapy Aide (NH)

Magdalena Rosado RN-L1

Vanessa Gibbs Food Services Assistant

Jessie Taylor PCT-M2

Julia Lee Neuro PT

Susan Burke EVS Aide

Terri McNeil RN-L1



Jeans for Charity: Friday, January 20



The featured organization is

CT Brain Tumor Alliance

Background: "The Connecticut Brain Tumor Alliance, Inc.

(CTBTA) is a 501(c)(3) non-profit organization dedicated to providing hope and support to brain tumor patients and caregivers, while advancing brain tumor awareness, quality of care, and brain tumor research."

Click here to learn more about the CTBTA

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.

REMINDER

for all emergencies dial 3399

June	July	August	September	October
Jeans for Charity June 2, 16, 30	Jeans for Charity July 7, 21	Jeans for Charity August 4, 18	Jeans for Charity September 1, 15, 29	National Physical Therapy Month
	V. A. S.		and the same	National Case Management Week
Gaylord Gauntlet 5k	Legacy Week		National Spinal Cord Injury	
June 24			Awareness Month	National Respiratory Care Week
	Employee of the Year Event			
No.			National Rehabilitation Awareness Week	National Pharmacy Week
		Secretary Secretary		Infection Prevention Week
			Complex Rehab Technology	
			Awareness Week	National Patient Account Management Week
				Healthcare Quality Week

ICARE Nominees Announced

Continued from page 2

answer to help resolve the computer/website issues we bring to him. Mike does all this with the utmost care. I personally never feel like I'm not able to communicate or, in most cases, not able to communicate what issues I may have with my computer/system when Mike helps. Mike exemplifies all of the ICARE Values".

Michael's supervisor, Val Acabbo, states, "Mike is someone that both his peers in the IT department, as well as staff throughout the organization, can always count on. He will jump in to assist with any issue. He has also been known to take every opportunity to learn something brand new without being asked. Mike is truly a pleasure to have on our team. His kindness and compassion speak volumes in how he handles his daily tasks and interactions with others. He is always respectful and committed to our organization; therefore, I fully support his nomination for Employee of the Year as he demonstrates Gaylord's ICARE values every day".



Our next nominee is Catherine Cervero.
Catherine is a Care Manager in our Care Management
Department and has been here since October 2015 and was nominated by a co-worker.

The co-worker states, "I have ing with Catherine side by side for about

been working with Catherine side by side for about a year now. Catherine consistently goes above and beyond her job requirements. Her compassion and empathy are evident and well received, as noted in the many words of appreciation via email, thank you cards, or verbally. Catherine is a true patient advocate and demonstrates this in her everyday actions. She has the determination to advocate for whatever is right for her patient.

There is a particular situation that I would like to use as an example of how she puts the patient first.

A recent patient needed transport via Life Star to New York. Along with some fellow employees, much organizing, planning, and obstacles were involved in this process. Catherine worked until 9:30 p.m. that night to meet the patient's needs. This is only one example of her amazing character and dedication to her profession. Catherine's care and empathy touch every patient and family's heart and their lives.

Catherine's supervisor, Chris Babina, states: "WOW!!!! It is with extremely great pleasure that I write in support of Catherine's ICARE nomination by a colleague. Catherine has been employed at Gaylord for just over six years; and with the Care Management department for just over a year. Within that time, Catherine has absorbed the knowledge necessary to perform in the care manager role like a sponge.

Catherine's nominator notes, "Catherine consistently goes above and beyond [in] her job requirements. Her compassion and empathy are evident and well-received, as noted in the many words of appreciation. Catherine is a true patient advocate and demonstrates this in her everyday actions".

Catherine was cited for participating in the discharge of a medically-complex patient, in need of an organ transplant, to New York. Aware of the time sensitivity of a transplant and that the window of opportunity to successfully transport the patient was small, she accepted the challenge, worked diligently with her colleagues, overcoming obstacles, and was finally able to arrange for helicopter transport from the Gaylord campus. Catherine stayed beyond working hours to ensure the patient's transport occurred without a glitch. This IS Catherine. From the get-go, she readily took on a medically-complex caseload on Milne 1 and jumped right in, knowing full well this population has a lot of medical issues, patients and families have numerous questions and require a great deal of support, and arranging for a patient's discharge is frequently difficult and multifaceted. Catherine took the challenge in stride and has risen to the occasion.

Her nominee states, "Catherine's care and empathy touch every patient and family's heart and lives". I second that! Gaylord is truly lucky to have Catherine Cervero, and I believe she deserves this nomination".

ICARE Nominees Announced



Continued from page 5
Our final nominee is
Laurie Jano. Laurie is the
Respiratory Services Clinical
Manager and has been with
Gaylord since April 2016
and was nominated by a
MEC member.

One peer states, "Laurie regularly goes above and beyond. She has often stayed late or ridden in an ambulance to some distant location to ensure our patient is taken care of. There are two recent examples. First, she was here until after 9:00 p.m. coordinating a helicopter transport for a patient to NYU. To say there were several challenges to this would be an understatement. A whole team was involved in the care of this patient, but Laurie was a point person and came up with a creative solution to get an 02 flow device from HSC. Second, an ambulance transport team struggled to ventilate a patient, so Laurie volunteered to get in and ride to Hartford to take care of the patient until they got to the ER. Laurie epitomizes the ideal we strive for: putting the patient first. I am proud to work with her."

Laurie's supervisor, Lorraine Cullen, states: "I am pleased to support the nomination of Laurie Jano for the quarterly ICARE award. Laurie is often recognized by patients, families, and peers for her kindness, compassion, and willingness to go above and beyond. She is organized and thorough in her follow-through and is always willing to do what is needed to get the

job done. Laurie started here on a per diem basis and took on the supervisor role after learning the ropes in the Respiratory Department. After becoming a supervisor, she also pursued furthering her education, earning her Master's degree in 2019. She became the Respiratory Manager in 2020.

Laurie has worked on various hospital initiatives and participates on several hospital committees. She also has volunteered at the Gaylord Gauntlet consistently. She is committed to Gaylord and consistently shows this in her actions. I often hear from other leaders in the organization regarding how Laurie has stepped up or helped them in a time of need. She always strives to say yes, even when sometimes she probably should say no!

Laurie leads by example in the Respiratory
Department. She is always willing to take on new
challenges and puts the needs of the patients first in all
she does. She fills many roles and does so with ease.
As the manager, Laurie has many responsibilities but
always prioritizes our patients, which shines through
in this nomination. Laurie went above and beyond to
ensure this patient had a safe plan for transport out of
state. When one option fell through, she worked with
the care team to find alternative options to get this
patient where he needed to go. She then stayed late
into the evening, ensuring everything went smoothly.

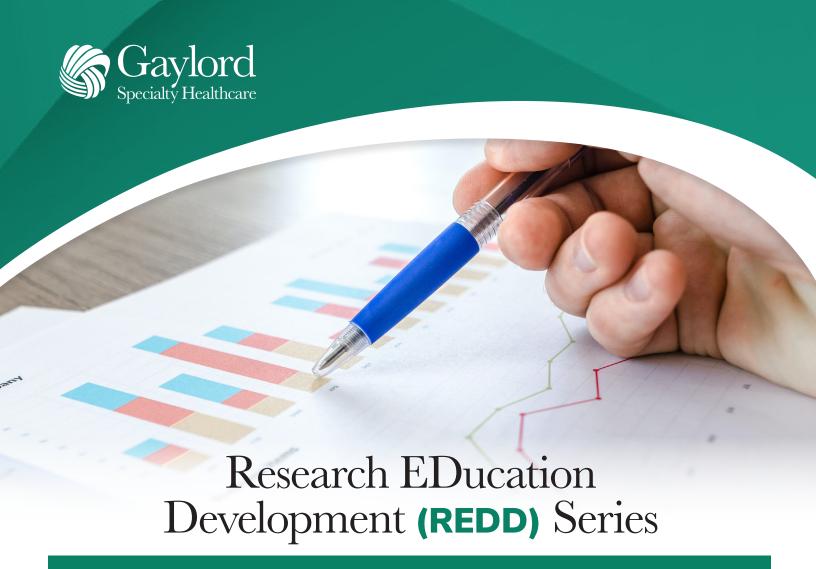
This dedication is what Laurie demonstrates every day. She is the type of person who would do anything to help someone in need. She is one of the kindest people I have ever met. For the reasons stated above and many more, I feel Laurie is very deserving of this nomination and of being an Employee of the Quarter".





TEGISTRATION NOW OPEN

www.gaylordgauntlet.org



How to Avoid Common Data Mistakes: THE SEQUEL

ABOUT REDD SERIES

The REDD Series has been developed to provide staff interested in research with a background in various skills and topics that will help them to get their project started. **These bite-sized informative summaries will be presented in 15 – 20 minutes. or less.**

For more information:

Hank Hrdlicka, hhrdlicka@gaylord.org

Date:

Thursday, January 26, 2023

Time:

12:10 p.m.

Zoom Link:

Click here

Guest Speakers:

John Corbett of the Milne Institute for Healthcare Innovation

Can't attend live? No worries!

All series sessions will be recorded and made available on the Research Department SharePoint

Gaylord's **Recognize A Star** program has had an amazing year and it's all because of **YOU**!

Your work and Think Possible attitude are key to our success.

Thank you for all you do and **Congratulations** on your STAR status!

Abigail E. Hull-Gulotta Allison Crandall Amanda L. Meyer Amanda McQuaid Andrew McIsaac Ashley Hanning Belen Garcia BJ Palumbo **Brandon Jones** Brenda Paluszewski **Brittany Brown** Burton Fleischner Caitlin E. Boland CJ Connors Claudia Torres Corey Podbielski Daisy Yepez Daniel Bergeron Danielle Joy Danielle Jupe Darnell Herring Dr. David Chen Dr. David S. Rosenblum Dawn Peck Denise Marcella **Dianne Turcotte Donald Briggs Eddie Pomales Emily Meise** Erica M. Cutler Felicia Sammarco **Gaylord Hospital** Gaylord Physical Therapy Dept.

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Madeline Murgatroyd Makayla Hugo Marcia Brassard Mark Powers Mary Hickey Mary Kitchings Marylou Colangelo Marzena Michallik Megan Palmer Michelle Bailey Milne 1 Nursing Staff Milne 1 Staff Monica Dalton Nichole Gagne Patricia Haskell Paula A. Savino Priti Kapoor Rachel C. Noia Sarah Carpenter Shannon K. Hughes Stefanie B. Gaidos Stephanie Zanvettor Tangey Portee Tara Ferrauolo Taylor Pagnam Therapy Dog Nash Timothy R. Kilbride Tom McKinstry Tracy Ouellette Dr. Vipul Jindal Wendy Romney Wendy Somers William Stone Zakaria Hamdi



Gaylord Pool Staff



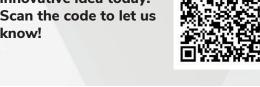
Monthly Winner for Innovation Submission Announced



Congratulations to **Mike Bowering!** He is the monthly winner for Innovation submission. He suggested looking into the possibility of using robots to move materials within the hospital and won \$25 Gaylord bucks for her effort! Look out for next month's raffle winner!

You could be the next winner by submitting an innovative idea today! Scan the code to let us know!







Follow Gaylord Specialty Healthcare on Facebook! www.facebook.com/gaylordspecialtyhealthcare



Gaylord is also on YouTube. www.youtube.com/user/GaylordHealthcare



Follow Gaylord on Twitter. twitter.com/GaylordHealth



Attention FYI Readers:

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

Thank you!



Please remember to set your out of office notifications on both your work phone and your email before leaving for PTO. This process saves time and effort for those trying to get in contact with you while you are away and ensures urgent matters are not getting overlooked. If you need help setting up your out of office, please reach out to the help desk.



Automatic Replies (Out of Office)

Use automatic replies to notify others that you are out of office, on vacation, or not available to respond to e-mail messages.



If you got engaged email the following information: Name, department, got engaged to _____ (optional). Our wedding date will be____ (if already set).

If you just got married email the following information:

Name, department, married on (date), to whom. Location (optional), Last name change if applicable.

If you recently had a baby email the following information:

Name, department, baby name, date of birth and weight

All emails should be sent to publicrelations@gaylord. org. By sending your information you are giving approval for your information to be published in FYI. Please do not send photos.

Have you ever wondered what it's like to start physical therapy?

If you or anyone you know is interested in being part of a mock Orthopedic Physical Therapy Evaluation in North Haven, please reach out to Ken at kbroccoli@gaylord.org or (203) 741-3493

During this mock evaluation, we will have you fill out a medical history, pain diagram, and outcomes form so that staff can review prior to evaluation date. On mock evaluation date, you would come in expecting to be the patient in a group evaluation setting. Clinicians will utilize this as a learning/collaboration opportunity and you would get the benefit of beginning the process of addressing your pain/limitation.

If we get far enough in the process, we will be able to give you some education, suggestions, or possibly exercises to start off with. You will then have the opportunity to schedule a formal evaluation where whatever objective measures were not done would be finished and formal treatment can be administered.

Thank you in advance and don't hesitate to reach out with any questions!





Evening Lot Parking

Please refrain from parking in the evening lot (first lot on your right as you enter) UNLESS you are an evening shift staff member. These spots are reserved for our evening staff only and as the weather gets colder, there has been an uptick in non-evening staff taking these spots. We appreciate your cooperation. Thank you!

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.

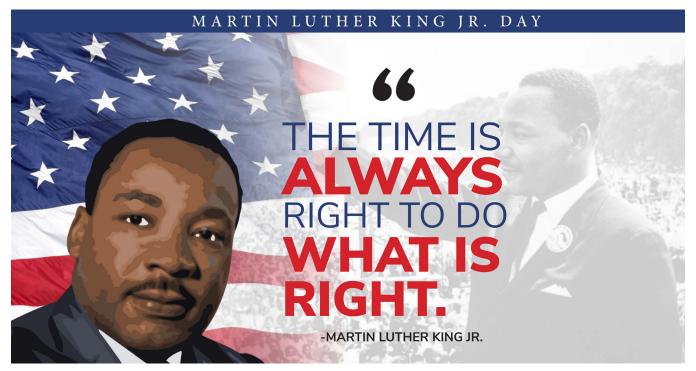




Did your co-worker go above and beyond?

Recognize them by filling out a Cheers for Peers Form.

Cheers for Peers forms are available from the HR Department. Email Anna Thompson at gthompson@gaylord.org or call x2848





HIRING EVENT REFERRAL BONUSES!

Nursing, Physical Therapy and Respiratory opportunities

Tuesday, Jan 17

10 a.m. - 12 p.m. & 3 p.m. - 5 p.m.

Gaylord Hospital, Brooker Building 50 Gaylord Farm Rd, Wallingford, CT

info.gaylord.org/hiring-event



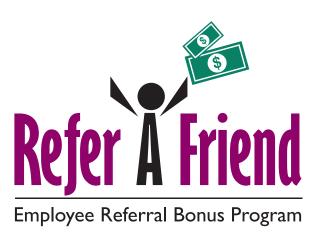
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Refer Nursing, PT or RT to Gaylord for a 24-32 hour position and you could receive a net referral bonus of up to:

\$2,000









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

*REFERRAL BONUS	POSITION
\$2,000	RN
\$2,000	RCP
\$2,000	Ortho-PT
\$1,500	LPN
\$1,000	PCT
\$1,000	Intake Rep
\$1,000	CSA
\$500	EVS or F&N

*For program details and payout schedules, contact HR.







Choose Gaylord for all your PT needs



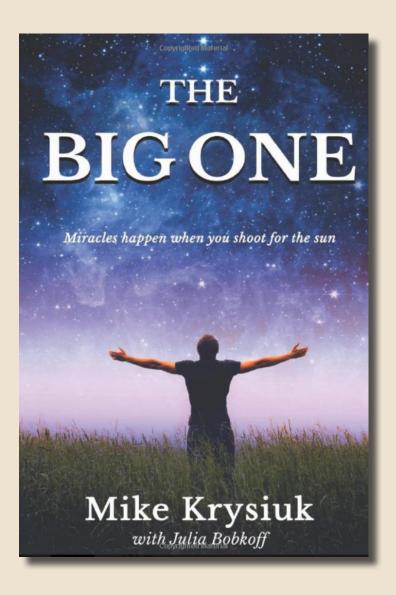


Did you know?

- Employees and contract staff can use orthopedic physical therapy services at any Gaylord location, including Wallingford?
- That five Gaylord locations now offer outpatient PT?
- Many insurances allow a person to see PT without seeing a doctor first? That option is called "Direct Access".

Call (203) 284-2888 and choose the location that works for you.

Check out former Gaylord patient, Mike Krysiuk's book in the Gift Shop





Author Mike Krysiuk

Read about Mike's 1974 accident and recovery at Gaylord as a teen and his mission to empower youth to "be their authentic selves" and avoid "walking in the shadow of others."

Start the New Year with New Deals



January Highlights

Universal Studios Hollywood: Save up to 30% off gate prices

Movie Tickets: Get up to 40% off movie tickets
HelloFresh: Get 55% off your first box
JBL: Save up to 40% on quality JBL headphones
& speakers

Ski Resorts: Save up to 40% off ski resorts nationwide



Start checking off your New Year's resolutions and improving your mental, physical, and financial well-being.

- Calm: Save 71% on a 1-year subscription
- FitReserve: Get 30% off three months of premier studio classes



Kick the new year off right and enhance your gear with the latest and greatest in electronics and appliances.

- Apple: Find exclusive employee savings on select products
- Samsung: Save up to 30% on Samsung kitchen appliances



Celebrate National Plan for Vacation Day this January 31st with savings on flights, hotels, rental cars, and more.

- Flights: Save up to 20% on international and domestic flights
- Hotels: Save up to 60% off regular hotel rates



Make the most of your Plum Benefits membership! Get instant access to exclusive deals, limited-time offers and members-only perks on the products, services and experiences you need and love. With something to excite every interest, it's time to spend less and enjoy more this season.

New to Plum Benefits? Getting Started is Easy.



Visit PlumBenefits.com



Click Become a Member



Enter your company code or work email to create an account

COMPANY CODE

ac0324481

ANNUAL

\$50 Entitles you to ALL Jeans for Charity Days!

February 2023 - January 2024





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checks payable to Gaylord Hospital. Donation is tax deductible. Includes all \$5 special causes days as well. If you were a 2022 Casual for Causes Donor and would like to participate in the 2023 Jeans for Charity program, please bring your button to Brooker 316 to have the insert replaced with the 2023 insert. If you are new to the donor button program, your customized button will be available for pick up in the Marketing Department Brooker 316 within 3 days from receipt of your donation form.

Please Note: It's \$50 for the button in February. Buttons can be purchased throughout the year at a prorated cost. There will be a \$5 replacement fee if lost at any time.