

# FYI

## Gaylord Achieves 3 Year CARF Accreditation



*A message from Susan Stango and Lori Vickers:*

We are pleased to announce that we have officially received our 3 year CARF accreditation! Thank you to everyone for hard work and dedication through the whole process. This is truly a wonderful accomplishment and speaks volumes to the amazing care that you provide

to our patients each and every day. When the surveyors were here they repeatedly commented on our wonderful staff. You should all be proud!

The CARF report specifically lists 28 areas of strength and 1 area of exemplary conformance. Some of the strengths listed are:

- The staff members at Gaylord Rehabilitation Division are a critical asset to the organization. Personnel are committed to providing quality care to the patients and have a strong sense of caring and hope. The teamwork, communication, collaboration and energy of the staff are evident and recognized by the patients served, referral sources and other stakeholders.
- A fervent professional commitment is found at all levels of the organization.
- The organizations commitment to clinical excellence is evident in its creation of the Milne Institute for Healthcare Innovation.
- The leadership team is collaborative, highly knowledgeable, proactive, available and synergistic. The members of the team all have a finger on the pulse of the organization and the legislative environment. They overlap in their responsibilities to serve the patients with excellence.
- Our access to the expertise of therapeutic recreation and adaptive sports was highlighted.
- The organization has devoted ample resource to campus renewal projects.
- The longevity of the staff members is particularly impressive.
- The organization uses many modalities to collect feedback/input from all stakeholders.
- Gaylord is commended for its integrative medicine program.
- We were commended for our campus, technology, pool, guest accommodations and outpatient space.
- The organization has a strong relationship with the board of directors.
- We were acknowledged for our robust support group opportunities.
- Phenomenal recruitment and retention strategies.

We received exemplary conformance to the standards for our interdisciplinary approach to sexual issues for patients with SCI. Congratulations to the sexuality committee. Your extensive work on this program was well recognized!

*continued on page 6*

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

### FYI DEADLINE

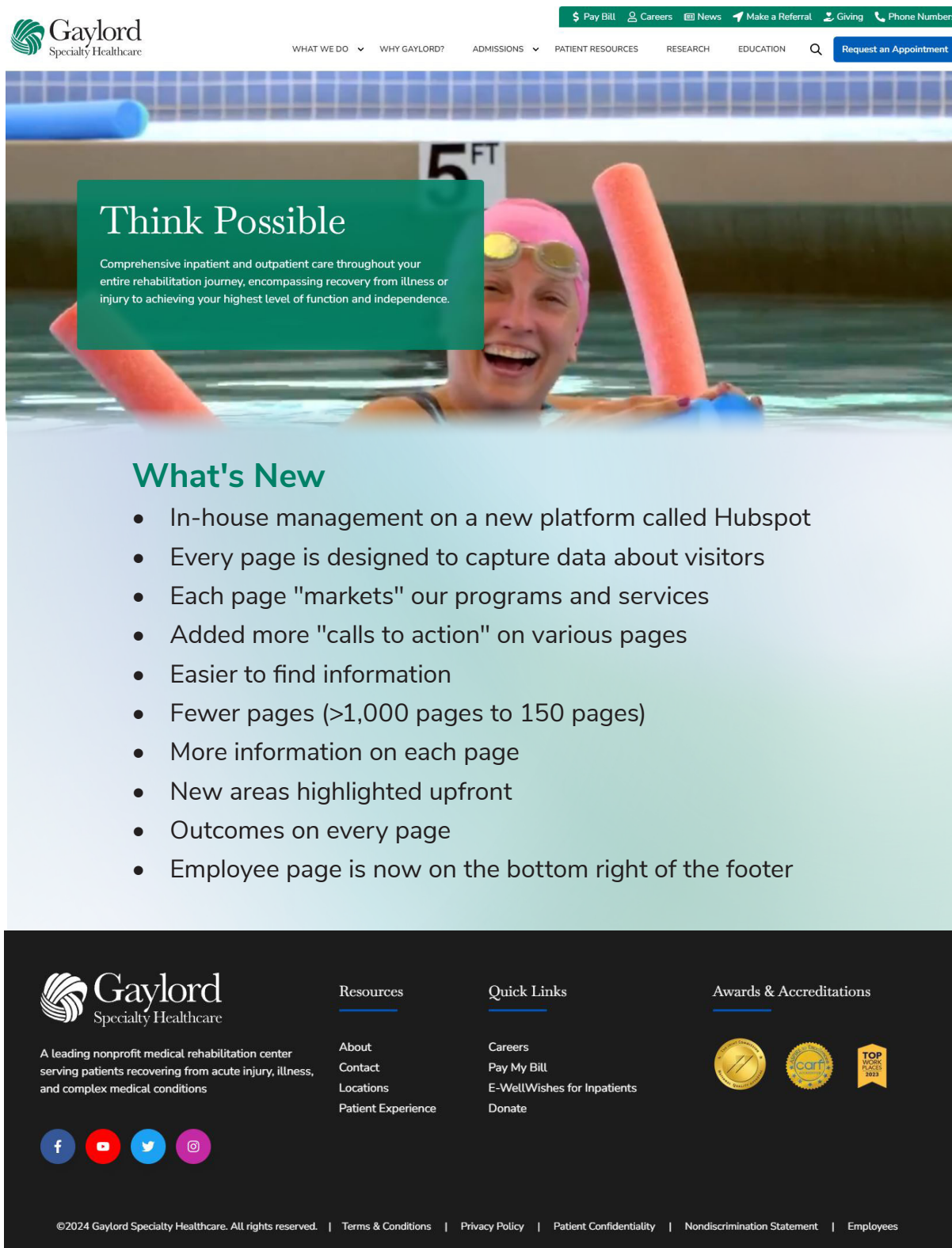
The deadline for the next FYI is Friday, February 2.

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

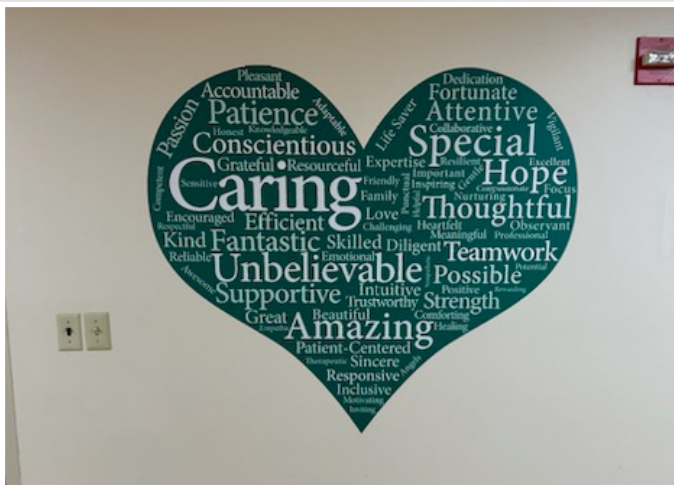
Our mission is to enhance health, maximize function and transform lives.

# New Gaylord Website Launching in February

The PR & Marketing staff have been working diligently over the past year on updating Gaylord's website, gaylord.org. They are happy to announce the new and improved website will be ready to launch in February. Here's a sneak peak:



Check out the new, welcoming  
wall graphics in the CNA  
Academy hallway on Lyman 1.



ALL STAFF MEMBERS

Join us

FRIDAY, JANUARY 26

7:30-8 a.m., 12-1p.m., 3-4 p.m.

*Jackson Ground  
Open House*

LIGHT REFRESHMENTS SERVED



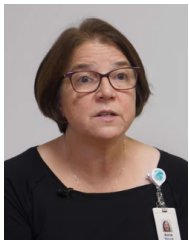
 **Gaylord**  
Specialty Healthcare



# Caitlin Boland Accepts Position of Supervisor of Inpatient Therapy



Gaylord is pleased to announce that **Caitlin Boland PT, DPT, ATP, NCS, CBIS**, has accepted the position of Supervisor of Inpatient Therapy. Please join us in congratulating Caitlin!



We would like to thank **Anne Walczak, OT** for her years of service as a supervisor as she transitions out of this role. As Anne transitions into retirement she will be helping in many ways from orientation of new staff, Caitlin's orientation, treating, mentoring staff, educating staff in regards to her specialty areas and working on projects.



## I've Moved!

The mail box that was located in the Jackson building main lobby is now located on Hooker Ground across from the Switchboard. Mail can be brought to the mailroom during normal mailroom hours or dropped in the box when the mailroom is closed.

# Congrats!



**Jillian Cacopardo, MPT, ATP/SMS**  
Clinical Program Coordinator for  
Wheelchair Assessment

Jillian was interviewed as an industry expert in electric wheelchairs for U.S. News & World Report on the "6 Best Electric Wheelchairs"



[Click here to read more](#)

January 2024	February	March	April	May
Jackson Ground Open House January 26	American Heart Month	National Nutrition Month	Occupational Therapy Month	National Hospital Week
Blood Drive/Brooker Lecture Hall January 26 <i>In memory of Tangey Portee</i>	Black History Month	National Social Work Month	Jeans for Charity April 5, 19	National Nurses Week
	National Therapeutic Recreation Month	Jeans for Charity March 1, 15, 29		Jeans for Charity May 3, 17, 31
	Jeans for Charity February 2, 16			Gaylord Golf Classic May 20





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, February 2



The featured  
organization is

### Go Red for Women

Go Red for Women  
encourages awareness

of the issue of women and heart disease, and  
also action to save more lives. The movement  
harnesses the energy, passion and power  
women have to band together and collectively  
wipe out heart disease. [Click here to learn  
more.](#)

## Employee Meeting

Q1

Missed the  
meeting?  
Click below to  
watch the zoom  
recording

**CLICK HERE**

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

Jeans for Charity  
June 7, 21  
  
Gaylord Gauntlet 5k  
June 15

July

Jeans for Charity  
July 5, 19

August

Jeans for Charity  
August 2, 16, 30

September

Jeans for Charity  
Sept. 6, 20

October

Jeans for Charity  
October 4, 18

November

Jeans for Charity  
November 1, 15, 29

## 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.



## CARF article continued from page 1

We do have some recommendations to work on. We have 90 days to respond with an action plan for each area. Most of these are related to data collection and outcomes reporting. There is one in regards to SCI peer support. Improvement plans are already underway. We do not foresee any issues with addressing these recommendations in a timely manner.



Follow Gaylord Specialty Healthcare on Facebook!  
[www.facebook.com/gaylordspecialtyhealthcare](https://www.facebook.com/gaylordspecialtyhealthcare)



Gaylord is also on YouTube.  
[www.youtube.com/user/GaylordHealthcare](https://www.youtube.com/user/GaylordHealthcare)



Follow Gaylord on Twitter.  
[twitter.com/GaylordHealth](https://twitter.com/GaylordHealth)



## Near Misses:

Heroic Efforts From Our Safety-Minded Staff

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.

The Safety Coaches have selected the Near Miss Todd Belcourt, Pharmacist, submitted, recognizing Yazmin Ortiz, Hooker1 RN. Yaz utilized her **CHAMP** tool to practice a questioning attitude, stop the line and seek clarification from Pharmacy for a medication that was to be added to peritoneal dialysis. This is a great example of the CHAMP behavior: **Practice and Accept a Questioning Attitude** and utilizing the CHAMP tool: **Stop the Line**, and seek clarification from Pharmacy.



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

- Alexa Adams
- Alyssa Rotman
- Ana Demo
- Andrew Rae
- Anne Walczak
- Beth Benigni
- Dana Chapman
- Finn LaPierre
- Heather Errichetti
- Keri Saxton
- Ryann Collette
- Suzanne Williamson
- Todd Belcourt
- Tywon Hampton

Thank you for Speaking up for Safety!

• AMERICAN CANCER SOCIETY •



# Daffodil Days



## DAFFODILS

\$12

bunch of daffodils

\$15

bunch of daffodils with vase

\$15

mini potted daffodils



## TULIPS

\$15

bunch of tulips

\$25

bunch of tulips in vase



## GIFT OF HOPE

\$25

Support our Gift of Hope program where volunteers deliver flowers to local hospitals/cancer centers.

To order or if you have any questions, please contact Cammy Nigro at [cnigro@gaylord.org](mailto:cnigro@gaylord.org)

*Orders are due by February 13, 2024*

## EMPLOYEE — of the — YEAR



Integrity, Compassion, Accountability, Respect and Excellence



## Has a colleague gone above and beyond?

**Nominate them today.**

Scan the QR code.





# GAYLORD'S CHAMPIONS OF SERVICE

The following employees were named for providing exceptional service in a patient satisfaction survey and/or patient rounding in FY24 first quarter:

## Care Management

Alicia Scillia  
Jennifer Kleinschmidt  
Vince Gierer

## Environmental Services

Jennifer Nelson  
Susan Burke

## Food & Nutrition Services

Claudia Torres

## Inpatient Therapy

Anne Walczak  
Bradley Fletcher  
Emily Meise  
Taylor Pagnam

## Nursing Services

Cezary Wroblewski  
Jess Zulali  
Gladis Lopez  
Mary Ann St. Martin

## Outpatient Therapy Services

Daisy Yepez, Wallingford  
Eddie Pomales, Cromwell  
Eric Sokolowski, Cheshire  
Madelyn Sola, North Haven  
Marielle Handley, North Haven  
Michael Velazquez, North Haven  
Nora Rijos, Cromwell  
Shane Gallagher, Madison

## Physician Services

Aaditya Kiri, MD  
Jerrold Kaplan, MD

## Psychology

Blake Gagliardi  
Rose Vazquez-Santiago



# 06 15 24

REGISTER TODAY

[www.gaylordgauntlet.org](http://www.gaylordgauntlet.org)

# Get your innovative ideas ready!

## Look for the HOT COCOA CART the week of Feb 5



FEBRUARY IS

# BLACK HISTORY MONTH

*Know the past, shape the future.*

## New Items!



Order your Gaylord Gear Today



Scan the QR code to order. Link also located on the intranet homepage/PULSE





**American  
Red Cross**

# BLOOD DRIVE

Sponsored by:

 **Gaylord Specialty Healthcare**

## FRIDAY

## JAN 26, 12-5 PM

## BROOKER LECTURE HALL



IN MEMORY OF  
TANGHEY PORTEE, PCT H1

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

ANNUAL

**\$50**

Entitles you to **ALL**  
Jeans for Charity Days!

February 2024 - January 2025



**DONOR FORM**  
**2024**

## Information

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

☐ New Button ☐ New Insert Only



## Payment

Please check one:

☐ **Cash**

☐ **Check** - Please make checks payable to Gaylord Hospital

☐ **Credit Card** - Credit cards are accepted in Brooker 316 or you can call Georgette MacQuarrie at extension 2881 with your credit card number.

☐ **Venmo @ gaylord-hospital** - Username: \_\_\_\_\_

Return this form and money to Liz Marquis, Care Management, Jackson 1. Make checks payable to Gaylord Hospital. Donation is tax deductible. **If you were a 2023 Casual for Causes Donor and would like to participate in the 2024**

**Jeans for Charity Program a new insert will be sent to you through interoffice mail.** If you are new to the donor button program, your customized button will be mailed through interoffice mail.

**Recycle Your 2023  
Donor Button**



**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.**



## Fiducius Student Loan Financial Planning Benefit

Gaylord Specialty Healthcare has covered the administrative cost of the Fiducius platform to encourage employees to start taking control of their student loans with the guidance and assistance offered by Fiducius.

Begin today by completing the short online assessment.



<https://gaylord.myfiducius.com/login>







# Resource Advisor is here with help for life's issues

## Receive personalized counseling, financial, and legal help

Resource Advisor is a member assistance program that's included with your life and/or disability benefit. It provides resources and services to support you and your household family members when you may need it.

### Counseling by phone, face-to-face, or LiveHealth Online video chat

If you're feeling stressed, worried, or going through a tough time, you may want someone to talk to. You and your household family members can call Resource Advisor anytime, 24/7, and talk with a licensed counselor:

- **By phone:** Call **1-888-209-7840**.
- **In-person:** You can call to set up face-to-face sessions and then schedule appointments directly with your counselor.
- **Video visit:** You can talk with a counselor from the convenience of your home or wherever you have internet access and privacy using LiveHealth Online. To set up a LiveHealth Online visit, call Resource Advisor. You will receive details about how to schedule a visit, along with a coupon code that gives you LiveHealth Online visits at no extra cost to you.

You can review a therapist's background and qualifications to help choose one who is available and right for you.

You and your family members are eligible for up to three counselor visits for each issue or concern, at no extra cost.

Counselors can help with:

- Stress
- Parenting
- Anxiety
- Depression
- Issues that affect your well-being
- Dealing with illness
- Relationship or family issues
- Help finding child care
- Elder care issues and resources

## Support when you need it

### Contact Resource Advisor:

- **Phone:** 1-888-209-7840
- **Online:** [www.ResourceAdvisor.Anthem.com](http://www.ResourceAdvisor.Anthem.com)  
(Log in with program name AnthemResourceAdvisor.)

## Helpful resources you can count on

### Financial planning

Call Resource Advisor to set up one-on-one financial counseling with a certified professional financial planner. They can help with issues like retirement planning and saving for a child's education.

### Legal services

With a call to Resource Advisor, you can schedule a consultation with an attorney over the phone at no charge. If you want to meet with an attorney in person, the legal consultant can set up an appointment at a discounted fee.

### Identity theft recovery and monitoring

Resource Advisor has fraud resolution specialists who can help if your identity is stolen. They can work with creditors, collection agencies, law firms, and credit reporting agencies for you for up to one year. You can sign up for ID monitoring, receive credit report reviews, and place fraud alerts on credit reports no matter how many times your identity is compromised.

Call 1-888-209-7840 for financial, legal, and identity theft recovery and monitoring services.

### Online tools to help with life's issues

The Resource Advisor website has tools to help with life's challenges, such as:

- Creating a will
- Parenting
- Aging
- Healthy living
- Household support
- Referrals
- Funeral planning

To access resources, visit [www.ResourceAdvisor.Anthem.com](http://www.ResourceAdvisor.Anthem.com) and use the program name "AnthemResourceAdvisor."

**We're here to help with concerns  
— no matter how big or small**

**Call 1-888-209-7840 or visit  
[www.ResourceAdvisor.Anthem.com](http://www.ResourceAdvisor.Anthem.com) to receive  
support and guidance, whenever you may need it.**

1. The range of preventive care services covered at no cost share when provided by plan doctors is designed to meet state and federal requirements. The Department of Health and Human Services decided which services to include for full coverage based on U.S. Preventive Services Task Force A and B recommendations, the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC), and certain guidelines for infants, children, adolescents, and women supported by Health Resources and Services Administration (HRSA) Guidelines. You may have additional coverage under your insurance policy. To learn more about what your plan covers, see your Certificate of Coverage or call the Member Services number on your ID card.

2. Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

3. LiveHealth Online appointments are subject to availability. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Note about eligibility: This program is for active employees and their household family members. All benefits end at retirement.

**Resource Advisor services are not a part of the certificate, policy or trust agreement and do not modify any insured benefits. Resource Advisor additional services are provided based on negotiated agreements between the insurance company and certain service providers. Although the insurance company endeavors to make these services available to all policyholders and certificateholders as described, modifications to our agreements with service providers may require that services be periodically modified or terminated. Such modification or termination of services may be made based on cost to the insurer, availability of services, or other business reasons at the discretion of the insurer or service providers.**

Life and Disability products are underwritten by Anthem Life Insurance Company. In Georgia, Life and Disability products are underwritten by Greater Georgia Life Insurance Company using the trade name Anthem Life. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

✂ Cut out this wallet card and keep it with you when you travel.

**AnthemLife** 

## Resource Advisor

Receive support, advice and resources, 24/7

**1-888-209-7840**

**[www.ResourceAdvisor.Anthem.com](http://www.ResourceAdvisor.Anthem.com)**

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**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** PT

**\$1,500** LPN

**\$1,000** PCT

**\$1,000** Intake Rep

**\$500** EVS or F&N

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

