

FYI

“They treated me like the athlete I am ...”

North Haven Therapy Teamwork Returns a CT Hockey Legend Back to the Ice.



Meet Marty Tangredi. He's a 30-year USA Hockey official, a 10-year USA Hockey instructor, and a veritable legend in the Connecticut hockey community who has refereed hundreds - if not thousands - of high school and youth games.

But on February 14, 2022, an accident during a high school game nearly took him off the ice forever. Two players collided and hit Marty, who suffered a knee dislocation so severe that the resulting vascular damage left him at risk of losing his leg.

Following a major surgery and hospitalization, Marty came to Gaylord Therapy Services in North Haven where physical therapists Manny Caicedo and Kayla Trobec treated him several times a week. Therapy, at first, was slow-going. Just moving his leg, Marty recalled, was excruciating.

After Marty's second surgery, Manny and Kayla presented him with a set of new laces to replace the ones cut off his skates by emergency crew on the day of the accident. Taped to the laces was a written promise, "When you're ready, we'll lace up."

Thanks to Manny and Kayla's skill, persistence, and teamwork, Marty was cleared by his doctor to return to the ice. Camera crews from WTNH and the CIAC (CT Interscholastic Athletic Conference) were there to capture the big moment at Veterans Memorial Ice Rink in East Haven. "They treated me like the athlete I am!" Marty said in praise of his therapists.



Congratulations, Manny and Kayla, on helping Marty to achieve his goals and "Think Possible!"

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, February 3.

Email: publicrelations@gaylord.org

SAVINGS CODE

staff23
\$10 off



06 24 23

REGISTRATION NOW OPEN

www.gaylordgauntlet.org

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



December Gaylord Cup Awarded to Admissions and Care Management Staff

The December Gaylord Cup recognition was awarded to our admissions and care management staff for all the work done over the past three months in our length of stay management-essentially managing patient flow. The admissions team has altered how they work, meeting daily to review strategy as the week changes and plan through the weekend. Their teamwork and planning have increased productivity exponentially. They are also shifting and targeting the patient populations we need, most recently the medical and ICU populations.

The care management staff has modified the discharge date visualization by moving to use Outlook, which admissions uses in their daily meeting to help plan new patient admits and room moves. The care management team has also looked at new metrics and guidelines to help decrease our non-paid days due to denials and long stays and plans for equitable to Medicare length of stay for our Medicaid population. This solution helps to bring in more Medicaid patients and better serve our community and referring hospitals. The management team has been watching the numbers change and appreciates their hard work and time spent getting here. Thank you!

Multi-Cultural &
Multi-Religious

Sunday SERVICES

February 5, 2023, 2 pm

Inpatient Gym * Masks & social distancing required

Opening Your Heart

For Thought & Discussion:
When you have opened your heart,
how long have you been able to
keep it open to what comes to you?

"Open your heart, fling your hopes high and set
your dreams aloft. I am here to hold your hand."
- Maya Angelou

Welcome Reverend Karen Cook



Gaylord is pleased to welcome Reverend Karen Cook to the Spiritual Care Department as our Hospital Chaplain. She began her working career as a CNA, she moved into music and drama and then heard the call to ordained ministry. She has a wonderful story to share about those beginning days to her journey, so feel free to stop her and ask. Karen earned her master of divinity at Yale Divinity

School in 2000. She has served as pastor for First Wallingford United Methodist Church (UMC) for 13 years, Bethel UMC for 3 years, and most recently North Canton Community UMC for 7 years where she retired to become a Chaplain here at Gaylord.

Reflecting on this new role Rev. Karen noted, "It feels as though God has used every aspect of my life to finally have my dream job. I look forward to working with all of you, and working together for our patients' health and wholeness. Ask me about my redemption story any time. Trust me, this isn't my first time at Gaylord and it's a story for all of you! You have no idea how special this place is to me." We are thrilled to be welcoming Chaplain Karen to our Gaylord team! She will be available on Mondays, Wednesdays, Thursdays and Saturdays and she can be reached at extension 3345.



Be Innovative.
Think Possible.

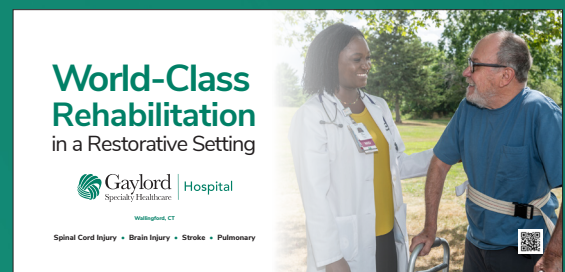


Share your
innovative
ideas with us.

Scan the QR code or
email innovation@gaylord.org

Spreading the Gaylord Word at Train Stations

The next time you take the Metro North train to New York City, check out the train station platforms in Darien, Fairfield Metro, South Norwalk and Westport. A new poster ad may catch your eye. Gaylord Hospital poster ads have recently been installed to promote our world-class rehabilitation in a restorative setting in Fairfield county.



Ion Bank Customer? A Vote For Gaylord Is Worth \$25!



Vote for Gaylord at Ion Bank or at IonBank.com between February 1 and March 17, 2023. Each customer of Ion Bank has one opportunity to vote for a nonprofit organization to receive

a donation. Gaylord is a nonprofit organization and we have signed up for this contest as a way to garner support for our great patient care.

Ion Bank Foundation will give a minimum donation of \$25 for each customer's vote for Gaylord. If Gaylord receives the most votes we may receive an additional cash donation from the Foundation. Winners will be announced in May 2023.

Please share this opportunity with family and friends who are customers at Ion Bank. Gaylord will post this on Facebook and Twitter as well. Thank you for voting for Gaylord! If you have any questions please contact Cindy Bartholomew at extension 2844.

HUMAN RESOURCES UPDATES

HSA Funds Availability

To anyone who has completed an HSA rollover authorization request, your Anthem HSA funds are unavailable until Saturday, January 28 on your Health Equity account.



Inpatient Physical Therapist's Article Published in Rehab Management Magazine



Congratulations to Gaylord's inpatient physical therapist, **Stephanie Zanvetor, PT, CBIS, CCI**, whose contributed feature article, "Young Stroke Program: Path to Get Back into Action,"

was published in the November/December issue of Rehab Management Magazine, one of the nation's leading publications for rehabilitation professionals. Way to go, Stephanie!

Many thanks to **Jackie Lavigne, OTR/L, CCCE**, who appeared in the article's photos working with a Young Stroke Program patient.

[Read the article here](#)

January 2023	February	March	April	May
Employee Meeting January 31	Jeans for Charity February 3, 17	Jeans for Charity March 3, 17, 31	Jeans for Charity April 7, 21	Jeans for Charity May 5, 19
	National Heart Month	National Brain Injury Awareness Month	National Occupational Therapy Month	Better Speech & Hearing Month
	National Psychology Month	National Social Work Month	Patient Experience Week	National Hospital Week
				Nurses' Week
				Stroke Awareness Month

Gaylord Sled Hockey Team Awarded \$10,000 Grant



The Gaylord Sports Association was recently awarded a \$10,000.00 grant from the Hartford Wolfpack Community Foundation. The grant will be used to help support the Gaylord Wolfpack Sled Hockey team with travel and equipment expenses. The presentation took place on Saturday, January 14 at a Hartford Wolfpack Hockey game with Erik Hansen from the Hartford Wolfpack, Katie Joly, the Sports Association Program Manager, Trevor Doyon, Gaylord Wolfpack Coach and Ryan Sparks, Gaylord Wolfpack Sled Hockey Player. The team had players, friends and family in attendance to cheer on the Hartford Wolfpack! The Sports Association thanks the Hartford Wolfpack Community Foundation for their generous support!

Jeans for Charity: Friday, February 3



Friday, February 3, 2023 is the first Jeans for Charity day for February 2023 through February 2024, and the featured organization is

Go Red for Women-American Heart Association

The American Heart Association's Go Red for Women, is a platform, "designed to increase women's heart health awareness and serve as a catalyst for change to improve the lives of women globally".

[Click here to learn more about Go Red for Women](#)



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.

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
Gaylord Gauntlet 5k June 24	Legacy Week		National Spinal Cord Injury Awareness Month	National Case Management Week
	Employee of the Year Event		National Rehabilitation Awareness Week	National Respiratory Care Week
			Complex Rehab Technology Awareness Week	National Pharmacy Week
				Infection Prevention Week
				National Patient Account Management Week
				Healthcare Quality Week

Patient Paper Menus Changing to Digital Meal Ordering System



On February 7, the Food & Nutrition department will be changing over from a paper patient menu to a new patient dining meal ordering system called MyDining. To facilitate the change to this new technology, patients will receive Chef Selected meals for breakfast and lunch on

Tuesday February 7. It will be automatically delivered at the regularly scheduled delivery times.

MyDining is Morrison Healthcare's personalized meal-ordering system that provides patients greater control over in-room dining. This web-based solution also makes it easy to log, track and report on meal orders. With MyDining, patients place their orders when dining associates visit their rooms to take their orders.

MyDining
Q&A

DATES: Tues, Jan 31 and Wed, Feb 1, 2023

PRESENTER: David Dukarski

LOCATION: IT Training Room

11:00-11:30 a.m.-Nursing Informational Open Session

1:30-2:00 p.m.-Nursing Informational Open Session

Employee
Meeting
Reminder!

There will be an **Employee Meeting** on Tuesday, January 31 from 12:10 -1p.m. via Zoom only.

Staff can virtually attend the meeting by using the following link and password:

[Meeting link](#)

Password: 315789

Or One tap mobile:

+1408-961-3927,,85833099505#
US

1855-758-1310,,85833099505# US
Toll-free

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 408-961-3927 or

1 855-758-1310 (Toll Free)

Webinar ID: 858 3309 9505



The Bowl is Back!

CAFETERIA

WEEKLY SEASONAL MENUS, COOKED TO ORDER

TUESDAY - FRIDAY

11:30AM - 1:30PM

Seeking Nominations For The PHIL Award



The PHIL Award is given annually in June to one respiratory therapist, who has been nominated on

the basis of professional excellence and compassion in the education and care of patients with pulmonary illness.

The PHIL Award honors the 'unsung heroes' in the respiratory therapy profession who understand that each breath matters. Gaylord takes pride in implementing The PHIL Award program to honor respiratory therapists.

Nomination forms are located on all clinical units. Please consider nominating an extraordinary RT!

ICARE. Do You?



Integrity, compassion, accountability, respect and excellence. Do you know of a Gaylord

employee who lives these Gaylord values? If so, nominate an employee today for the 2023 Joseph A. Lindenmayer Employee of the Year award. Nomination forms are available from the registration and treating staff and Human Resources. Completed forms should be sent to Human Resources.

JANUARY Service Awards

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

30 YEARS

Tammy Spurgeon
Outpatient Speech

25 YEARS

Kim Crawford
Nursing Services

20 YEARS

Tara Knapp
PR & Marketing

10 YEARS

Laura Simaitis
Inpatient Therapy

5 YEARS

Amanda Andrews
Nursing Services

Camila Ferreira
Nursing Services

Jessica Garcia
Nursing Services

Jill Hellstrand
Inpatient Therapy



Daffodil Days



DAFFODILS

\$10

bunch of daffodils

\$15

bunch of daffodils with vase

\$15

mini potted daffodils



TULIPS

\$15

bunch of tulips assorted colors

\$25

bunch of tulips with vase



GIFT OF HOPE

\$25

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

DAFFODIL DAYS IS COMING THE WEEK OF MARCH 20, 2023

Daffodil Days is an opportunity for everyone to join the American Cancer Society in saving lives, celebrating lives and leading the fight for a world without cancer. Dollars raised through Daffodil Days support groundbreaking research, patient services, and other lifesaving programs. Through the daffodil, the first flower of spring, this campaign brings a symbol of hope to cancer patients and those affected by the disease.

To order or if you have any questions, please email Jamesrusso@gaylord.org

Payment options:

Check: Made out to Gaylord Hospital

Credit Card: Please call Georgette MacQuarrie at X2881

Venmo: @Gaylord-Hospital: Please mention Daffodil Days 2023

Orders are due by February 10, 2023



Research EDucation Development **(REDD)** Series

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

Rings, Rice & Rattles

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!



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

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!

January's Safety Habit:
**Hand-off
Effectively**



Hand-off Effectively

We provide effective hand-offs of patients, tasks and materials to ensure understanding and ownership

Effective Hand-offs:

- Must occur **prior to a change in a care provider** or **project owner**
- May be for an **entire shift** or **part of a shift**
- Involve **interactive, direct communications** between care providers or project owners
- Should **minimize distractions**
- Should follow a **standardized process** specified by the department/service
- Should use a **checklist**

SBAR to Transfer Information

An outline for planning and communicating information about a patient condition or any other issue or problem

First, introduce yourself and who is involved – the patient, employee or family member. Then provide the following, ensuring you say the highlighted words:

SITUATION

The bottom line (diagnosis, current condition, problem)

ASSESSMENT

What is happening now? (current findings, needs, concerns)

BACKGROUND

What do you know?
(medical history, past tests or treatments)

RECOMMENDATION

What is next? (recommendation or request for plan of care)

Always check to see if either party has any questions.

SBAR Example: Equipment Issues

- S** ▶ Issues with malfunctioning equipment are being submitted as an occurrence report in RL.
- B** ▶ There have been multiple occurrences reported in RL about malfunctioning bed scales, bed alarms not working, and broken Hoyer lifts.
- A** ▶ It's important to submit occurrence reports about equipment events in RL so they can be properly addressed and tracked, however please be sure to also submit a work order so the equipment can be fixed or replaced.
- R** ▶ When you submit an occurrence report in RL, also submit a work order to the appropriate service area.




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	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.**





Wallingford's Danielle Letendre PT, DPT treats PR/Marketing's Kim Thompson for medial epicondylitis/golfer's elbow.

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.

ANNUAL

\$50

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

February 2023 - January 2024



DONOR FORM
2023

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: _____

**Recycle Your 2022
Donor Button**



Return this form and money to Liz Marquis, Care Management, Jackson 1. Make 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.