Employee of the Year

Sue Goldstein, PT, Named 2024

Employee of the



On July 11, Gaylord named Sue Goldstein, PT, as the Joseph A. Lindenmayer 2024 Employee of the Year.

A Gaylord employee since 1985, Sue is a physical therapist in the Wallingford outpatient clinic. She was nominated for the award by a former stroke patient for her exceptional service.

The patient had seen a mobility device online and asked Sue if she thought it might help them. Sue immediately took the initiative to research the device,

secure a trial, undergo training, and successfully use it to benefit her patient. Recognizing that the device had the potential to make an even greater impact, Sue provided training to Gaylord's outpatient therapists so other patients could benefit from using it to improve their mobility.

Her supervisor, Kris Provost, praised Sue's nearly 40-year tenure, highlighting her as an "ideal clinician" who is known for her compassion, enthusiasm, and positive attitude.

"She consistently goes beyond standard practices and always thinks outside the box to ensure that she provides the best treatment possible to all her patients," Provost said.

In addition to her clinic work, Sue is a highly experienced aquatic therapist who was instrumental in establishing Gaylord's aquatic therapy program in 1987 and was instrumental to the opening of Gaylord Hospital's therapeutic pool in 1991.

Expressing gratitude for the award, Sue remarked, "It's an incredible honor to be recognized by my patient and my Gaylord family. I love coming to work. My colleagues in outpatient therapy motivate me daily, and my patients inspire me beyond words.

The annual award was established in 1992 by the grateful family of Joseph A. Lindenmayer, a former Gaylord patient. According to his daughter, Josephine L. Gierer, the award acknowledges the immense kindness that Gaylord employees showed her father throughout his care. Goldstein is the 33rd recipient of the award since its inception.



ntegrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

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

Email: publicrelations@gaylord.org







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

celebrate



LEGACY WEEK

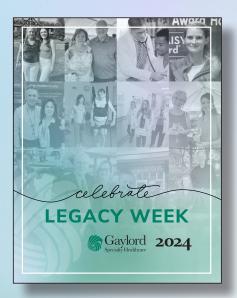
continued

Gaylord celebrated staff with service anniversaries on the South Lawn July 8 through July 12. President and CEO Sonja LaBarbera welcomed and thanked those in attendance and also acknowledged those unable to be on campus. Refreshments and laughs were enjoyed by all. Thank you to everyone for your dedication to our patients and each other.

In the last issue of FYI we featured pictures from 5, 10, 15 and 20 years of service staff. In this issue we are featuring pictures from the 25+ years of service dinner, and Volunteer Luncheon.

Scan the QR code to check out service awards, Employee of the Year nominees and a list of all of the volunteers.















Congratulations to **Karen Corriveau**, **RRT**, recipient of the 2024 PHIL Award. People living with life-threatening pulmonary disease feel profound appreciation for the healthcare providers who allow them to "breathe easy". The PHIL Award (Pulmonary Health & Illnesses of the Lungs) celebrates a key member of that team: the outstanding respiratory therapist. This exemplary professional sees the "person" instead of the "patient"; and he or she is committed to the belief that every breath matters.

Karen was nominated by multiple colleagues who wrote "Karen provides professional excellence and compassion to her patients and their families. She consistently goes out of her way to assist anyone who is in need of help."

Another wrote "Karen is a fantastic employee and a huge asset to the Respiratory Department. She steps up all the time and has never sought an award or recognition for anything she does. She is genuinely nice, hardworking, dedicated and always has a positive attitude. She is artistic and creative - volunteering to

make the yearly pumpkin and Christmas tree to ensure the department is represented, and she usually wins the competitions! She is a team player and very flexible with her schedule which is demonstrated by her swapping with others or picking up extra shifts when needed. She deserves the PHIL award because she is positive, full of integrity, and rather than self-promote or look for praise she continues to show up and do the right thing because that is her authentic self."

THE PHIL AWARD

Karen's supervisor, Laurie Jano shared that she is a dedicated Respiratory Therapist that exemplifies Gaylord's ICARE values. She provides patient centered care and is a true team player. Furthermore, she is an ambassador of



positivity and good will within the department. She represents the department and hospital with pride and a grateful spirit. She actively supports team building and morale by celebrating others and finding any reason to get people together.

The Gaylord PHIL Award Committee reviewed the nominations and recognized Karen as an exemplary respiratory therapist known to provide high quality patient centered care. Her positive attitude, loyalty and dedication to the team and unselfish nature shines through regularly and was evident in her PHIL award nominations. She is an asset to Gaylord, our patients and the field of Respiratory Care and well deserving of the PHIL award.



Gaylord Cup Awarded to the CLABSI Prevention Team

Lisa Kalafus, CNO, and Mike Ivy, CMO, took pride in presenting the Cup to the team leading the house-wide collaborative efforts that have us celebrating 391 days since our last Central Line Acquired BloodStream Infection! This

accomplishment could not have occurred without the focus and dedication of our nursing and medical departments. Here are a few of the specific tasks that keep us infection-free:

- Sonnia Belcourt and Evelyn Bykowski's deep dives to discover areas of opportunity
- The Hospital Acquired Infection Taskforce members led by Sonnia Belcourt
- Senada Duracak's facilitation of quality rounds
- Our medical staff for assisting in the creation of evidence-based order sets
- Dr. Somero, Dr. Seye, and Dr. Panico supporting a decrease in central line insertions and expediting removals
- The guidance of our nursing education team in creating policies and procedures, led by Caitlin Cote and Raquel Conklin
- June Napolitano for helping create a Vascular Access Resource Nurse role and Monica Dalton for taking on the role and providing education, mentorship, and training for nursing staff

So, thank you all for enhancing the quality of care we provide to our patients, and congratulations!

Identifying "High Risk for Violent Behavior" Patients

- To enhance the safety of our staff, the RNs complete the ATACCH Evaluation tool to help identify
 the potential for violent behaviors for all new patients upon admission.
- ATACCH stands for:
 - Agitation, Threatening, Aggressive, Combative, Confrontational, Hostile
- In the event a patient is deemed a potential to exhibit any type of violent behavior, nursing will place a sign on the patients door.



As a reminder, if you see this sign on a patient door, check in with nursing for specific safety information you need before interacting with the patient.







Monarch Butterflies and Milkweed

Monarchs are pollinators, along with bees and other insects. As they drink nectar, pollen from the plant sticks to their legs and bodies. When the insect travels to the next plant, pollen is also transported and fertilizes the plant, helping it to reproduce. This process is essential for much of the food production worldwide. If we lost pollinators, we would lose a large

amount of the food we need to live.

Milkweed is the only plant that monarchs will lay their eggs on, because it is the only source of food for the emerging baby caterpillars. The amount of milkweed available for monarchs within the United States has diminished over the past several decades due to agriculture, development, and chemical use. In some states it is estimated that 90% of all milkweed has disappeared due to herbicide use, agricultural expansion, and urbanization. The good news is that the Gaylord campus has an abundance of milkweed.

What you can do

- Plant milkweed in your garden/yard.
- You can also plant other flowering plants that are popular sources of nectar for monarchs.
- Avoid use of pesticides whenever possible.

Join Paula Savino and the GO GREEN Committee harvesting milkweed for your own garden on Monday, August 12 (weather permitting). Meet in the Lyman 1 solarium at 4pm. Please bring your own shovel (large one, not a garden trowel), container for the plant(s), gloves and insect repellent. Please email Paula with questions at psavino@ gaylord.org.

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.



Team Synergy: Admissions and Therapy Share Insights to Enhance Collaboration



Kathleen Sullivan, Director of Admissions, and Janine Clarkson, Inpatient Therapy Supervisor, recently collaborated to discuss the inpatient admission process and Phagenyx swallowing technology with the Neuro team at our North Haven location.

Kathleen focused on the criteria required for inpatient admissions and provided essential insurance information. The aim was to educate our outpatient therapists about the entire referral process, ensuring they are well-informed and confident in our procedures.

Janine showcased our new Phagenyx swallowing technology, explaining its benefits and potential impact on patient care. The presentation by Kathleen and Janine was highly appreciated and exemplifies the collaborative culture that keeps everyone informed about Gaylord's diverse programs.

For more information on the admissions process please contact Kathleen Sullivan at extension 3222. For more information on our new Phagenyx technology please contact Janine Clarkson at extension 3478.

Nurse Residency Program Awarded Grant from Cuno Foundation



Nursing Residency Program Graduates



Gaylord Speciality Healthcare received a generous \$46,000 grant from the Cuno Foundation, as part of a three-year grant totaling \$69,000. This funding supports our Vizient/ACCN™ Nurse Residency Program, designed to successfully ease the transition of new RNs and LPNs from academia into professional practice. Thanks to the Cuno Foundation's generosity, our first cohort of nurse residents recently completed the 12-month program that equipped them with essential skills in decision-making, clinical practice, leadership, and evidence-based research.

The Cuno Foundation was established in 1947 by Charles H. Cuno, one of Meriden's best-known industrialists and most generous philanthropists, for the purpose of distributing funds for public, charitable, and educational purposes to benefit the citizens of Meriden, Connecticut and surrounding communities.

Thank You For Donating to Help Our Four-Legged Friends

Special thank you to everyone who donated food and supplies to help support the Wallingford Animal Shelter. Pictured below, Mandy, Gaylord's facility dog, her handler, Sarah Carpenter along with President and CEO, Sonja LaBarbera and Human Resource colleagues dropping off several hundred pounds of pet food and supplies to the Wallingford Animal Shelter.

If you are interested in adopting a cat or dog, please reach out to the Wallingford Animal Control at (203) 294-2180.



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!

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 submitted in May by Todd Belcourt, Pharmacist, recognizing Karen Doukas, RN from Lyman 2. Karen Practiced a questioning attitude, when a medication was ordered for a patient with a listed allergy. Karen used of her CHAMP tools: Validate and Verify and Stop the Line "I need to clarify" and contacted Pharmacy. In doing so, this prevented the medication from reaching the patient and also identified a system issue. Alerts within the system were not triggered because the entered allergy was not coded, therefore not recognized within Expanse. Education has been provided to prevent future incidents.



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

- Alyssa Rotman
- Amaia Badiola
- Amanda Andrews
- Anne Walczak (2)
- Kaitlyn Rudolf
- Madison OFlynn
- Senada Duracak
- Todd Belcourt
- Victoria De La Rosa

Thank you for Speaking up for Safety!



Jeans for Charity: Friday, August 2



The featured organization is:

Cystic Fibrosis-Local Chapter

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.

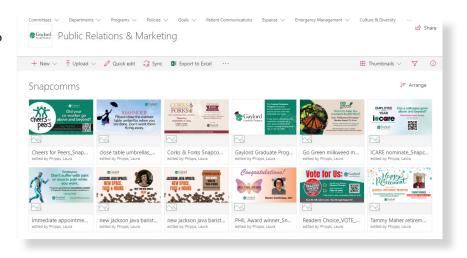
Snapcomm Ads Now Available for Viewing on Sharepoint



If you don't want to wait or don't ever get to see what's on Snapcomms (computer screensaver announcements), now you can, anytime.

Snapcomms currently running

are now available on the intranet homepage/need to know/Snapcomms.



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

Congratulations to the 2024 Employee of the Year Nominees:

Amy Benoit Traurig House

Sasha Brown Care Management

Shane Gallagher Physical Therapy - Madison

Sue Goldstein Outpatient Therapy -Wallingford

James Greene Nursing Services

Jonathan Guest Nursing Services Marielle Handley-Mikos Outpatient Therapy - North Haven

Jennifer Kleinschmidt Care Management

Danielle McGuire Outpatient Therapy -Wallingford

Kate McNelly Information Technology

Maddy Murgatroyd Inpatient Therapy **Kiersty Neeman** Outpatient Therapy -Wallingford

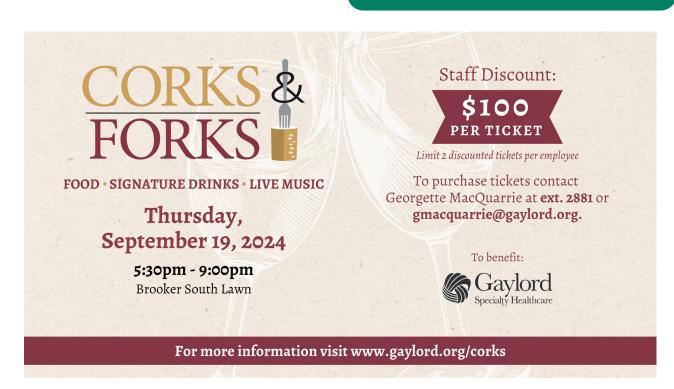
Rachel Noia Inpatient Speech

Paula Savino Inpatient Therapy

Joy SavulakPublic Relations

Kim Tetreault Inpatient Therapy

Click here to see the video celebrating the 2024 nominees





GAYLORD'S -

CHAMPI©NS OF SERVICE

The following employees were named for providing exceptional service in a patient satisfaction survey and/or patient rounding in the past three months:

Care Management

Catherine Cervero Jeanette Bernardo Joy Oliano

Food & Nutrition

Brenda Paluszewsk

Inpatient Therapy

Brandon Musto
Dan Bergeron
Donna Piercey
Finn LaPierre
Kacey Gifford
Rachel Noia

Nursing Services

Alexa Apotria
Eric Collazo
Faith Okunwe
Heather Errichetti
Jennifer Bourgoin
Jonathan Guest
Kim Crawford
Mildred Pridgen
Monica Fernandez

Nicoasha Frazier

Outpatient Therapy Services

Abigail Tubis, North Haven

Andrew Thane, Madison

Becky Juliano, North Haven Eddie Pomales, Cromwell Ellen Isaacson, Wallingford Hannah Cox, Wallingford Katelyn Donohue, Wallingford Kayla Trobec, Cheshire Kellie Stewart, North Haven Kiersty Neeman, Wallingford Laura Halovatch, North Haven Lindsey Lucas, Wallingford Meghan Chiaraluce, North Haven Morgan Raymond, North Haven Shane Gallagher, Madison Shannon Masella, Wallingford Sue Goldstein, Wallingford Taylor Devine, North Haven Victoria De La Rosa, Wallingford

Physician Services

Dr. Aro Dr. Juvan Dr. Kaplan Dr. Rosenblum



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

Jim Russo HR

Priti Kapoor Development

Chris Porter IT

Greg Gora Pharmacy **Danielle Copeland** Pharmacy

Vatsana Bratton Nursing Services
Katie Joly Therapeutic Rec

Jill Cacopardo Outpatient Wheelchair Services

Paula Savino PT-IP Kate Donohue PT-OP

Kaila Morin Neuro Therapy-NH

Barb Banning Pharmacy
Laurie Jano Resp

Corey Podbielski Physical Therapy-Madison

Laura Phipps PR & Marketing **Kate Rudolf** Inpatient Therapy

Gina Smith Care Mngmt

Natasha Dempsey IT

Katelyn Muolo Development

Sheila Padilla Pharmacy

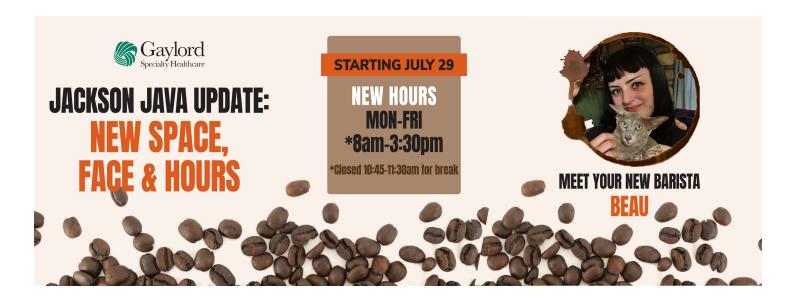
RAFFLE WINNER

Theresa Smith Nursing Services

Did your co-worker go above and beyond?

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





MULTIPLE SCLEROSIS SUPPORT GROUP





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

*Zoom available upon request

ALL ARE WELCOME

SUMMER FUM 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!

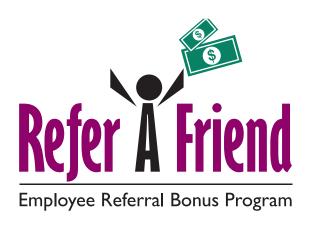
THURSDAY, AUGUST 22 4PM, RONCARI HALL

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











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

*REFERRAL BONU	JS 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.









Your Retirement Outlook is updated each time you log in to your account. The more information you provide in your online retirement profile, the more comprehensive your retirement readiness snapshot will be.



Log in to your account at transamerica.com/portal

AM I ONTRACK?

That is the question everyone wants to know about retirement. We can help you answer it with *Your Retirement Outlook®*, a quick way to help you gauge your progress — in real time — and to encourage you to take action if you're falling behind.

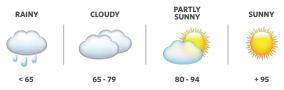
Your Retirement Outlook is how Transamerica measures the gap between your retirement savings goal and how much income your current strategy is likely to produce when you retire. To estimate your retirement income, we consider your age, your retirement plan assets, how much you're contributing (and how you're investing) through the plan, and your anticipated Social Security income. On your plan website, you can also include retirement savings, income, and expenses you may have outside the plan.





WHAT THE WEATHER ICONS MEAN

The icons you see online offer a snapshot of your progress toward your retirement income goal. They represent retirement readiness — how much of your income goal your current strategy is likely to produce when you retire:



% of Your Retirement Income Goal

Images are examples only and do not reflect the experience of any particular user.

Important: The projections or other information generated by the engine (which produces *Your Retirement Outlook®*) regarding the likelihood of various investment outcomes are hypothetical, do not reflect actual investment results, and are not guarantees of future results. Results derived from the tool may vary with each use and over time. Please visit see the end of this brochure for more information regarding the criteria and methodology used, the engine's limitations and key assumptions, and other important information.

HOW TO GENERATE AN ACCURATE FORECAST

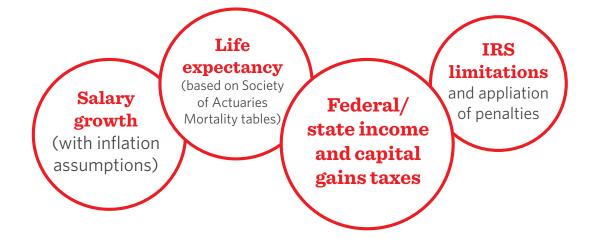


Provide as much information as possible. This can include:

- Annual salary/compensation
- Retirement income goal
- Anticipated retirement age
- Additional income sources

2

To help generate *Your Retirement Outlook*®, the Morningstar Wealth Forecasting engine then factors in non-editable data assumptions such as:



3

The result

Your forecast icon reflects the percent of retirement income goal you are likely to achieve.

When preparing for your future, there's no time like the present.



Visit: transamerica.com/portal

ment income chart, and income pianning spend down indstration generated from the engine are based on informedants simulations of 500 possible investment scenarios for a given time period ssume a range of possible returns. The "About Probability Illustrations, Limitations, and Key Assumptions" apply to the OnTrack® tooland the Advice Services, which includes Managed Advice® red in plans and IRAs) and Advisor Managed AdviceSM. The illustrations are generated according to models developed by Morningstar Investment Management LLC, a leading independent provider allocation, manager selection, and portfolio construction. The Your Retirement Outlook® graphic reflects the difference between the model's estimated annual income (which corresponds to a 70%). ability level of income in the investment scenarios simulated) and your annual income goal.

n forecasting the probability of achieving your income goal, the model employs different returns for different asset classes, based on Morningstar Investment Management's capital market nptions developed using historical and forward-looking data. Forecasts of expected return, expected standard deviation and correlation among asset classes based on Morningstar Investment agement LLC's proprietary equity, fixed income, currency and risk models. Current assets are assigned to asset classes based on Morningstar Categories, and fees and charges inherent in investing are porated with an average fee assumption for each asset class. The benchmarks used for modeling the various asset classes are below. Return assumptions are updated annually; these updates may have erial impact on your projections. Return assumptions are estimates not guarantees. The returns you experience may be materially different than projections. You cannot invest directly in an index.

LOWER RISK/ **VOLATILITY**

ASSET CLASS BENCHMARK

Asset Class Cash Alternatives Short Term Bonds Aggregate Bonds Foreign Bonds Direct Real Estate

High Yield Bonds

TIPS

Long Term Bonds Large Cap Value Equity Large Cap Equity Mid Cap Value Equity Mid Cap Equity

International Equity

Commodities

Mid / Small Cap Value Equity Large Cap Growth Equity Mid / Small Cap Equity Small Cap Value Equity Small Cap Equity

Mid Cap Growth Equity Mid / Small Cap Growth Equity

Emerging Markets Equity

REITs Small Cap Growth Equity

HIGHER RISK/ VOLATILITY

Benchmark

BofA ML US Treasury Bill 3 Month USD BarCap US Govt/Credit 1-3 Yr TR USD

Barclays Capital US Agg Bond TR

Barclays Global Aggregate Ex USD TR

NCREIF Transaction Based Index

Barclays Capital US Corporate High Yield TR

Barclays Capital Global Inflation Linked US TIPS TR

Barclays Capital US Govt/Credit Long TR

Russell 1000 Value TR Russell 1000 TR

Russell Mid Cap Value TR

Russell Mid Cap TR

MSCI EAFE GR

Bloomberg Commodity TR Russell 2500 Value TR

Russell 1000 Growth TR

Russell 2500 TR

Russell 2000 Value TR

Russell 2000 TR

Russell Mid Cap Growth TR Russell 2500 Growth TR

FTSE NAREIT Equity REITs TR

Russell 2000 Growth TR

MSCI EM GR

robability illustrations assume both retirement at the age at which you qualify for full Social Security benefits and an annual retirement income goal of 80% of your projected final working salary. These nptions are adjustable by you or by your employer if you are in an employer-sponsored retirement plan. Social Security estimates are based on the Social Security Administration methodology and your currer . If you have indicated within your Retirement Profile, Advice Services Profile, or your Managed Advice Profile that you are retired, you are required to input your actual Social Security benefit amount provided e Social Security Administration. The probability illustrations also assume a consistent contribution percentage, if applicable, and asset allocation (no future changes or rebalancing unless you are subscribed to f the Advice Services or a target date asset allocation service), annual inflation of approximately 2%, and annual salary increases (unless you are retired), based on a calculation that incorporates multiple 's including a salary growth curve and inflation.

ality assumptions are based on the Society of Actuaries tables. In addition to all personal information you have inputted into your Retirement Profile, Advice Services Profile, or your Managed Advice Profile, and, if able, any retirement plan information that Transamerica's record keeping system maintains such as account balance, contribution rates, asset allocation and retirement plan information, the probability illustrations mplate tax rates, retirement needs, social security, and future cash flows. The simulations model tax rules for most taxable and tax-deferred investment accounts. Tax rules are applied throughout the process, ling required minimum distribution rules that apply to some tax-deferred accounts. Any withdrawals from tax-deferred sources may be assessed an early withdrawal penalty which is taken into consideration in these ations. The spend-down order of your accounts is determined by an algorithm and aims to optimize tax exposure (by generally exhausting taxable accounts first then tax-deferred accounts) and Social Security its. Your selected retirement year (and your spouse/ partner's retirement year as applicable) can vary the withdrawal sequence determined by the engine. The engine will avoid withdrawing from tax- deferred nts, should you (and your spouse/partner as applicable) select a retirement age younger than 60 years old. If income is needed and no other sources of income exist, the engine will be forced to withdraw from taxed accounts holding after-tax money and tax deferred accounts in the simulations, as needed. Estimated retirement income used in the probability illustrations are after-tax.

nodels are subject to a number of limitations. Returns associated with market extremes may occur more frequently than assumed in the models. Some asset classes have relatively limited histories; for these 2s the models use historical data for shorter time periods. The model does not consider other asset classes such as hedge funds or private equity, which may have characteristics similar or superior to those in the model. Capital market assumptions are forecasts which involve known and unknown risks, uncertainties, and other factors which may cause the actual results to differ materially and/or substantially any future results, performance, or achievements expressed or implied by those projections for any reason.

is no guarantee that your income goal will be achieved or that the aggregate accumulated amount will ensure a specified annual retirement income. Results may vary with each use and over time.

)RTANT: The projections or other information generated by the engine regarding the likelihood of various investment outcomes are hypothetical in nature, do not reflect actual investment ts, and are not guarantees of future results. Moreover, even though the tool's estimates are statistically sound based upon the simulations it runs, the tool cannot foresee or account for every possible rio that may negatively impact your financial situation. Thus you should monitor your account regularly and base your investment decisions on your time horizon, risk tolerance, and personal financial ion, as well as on the information in the prospectuses for investments you consider.

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Gaylord
Specialty Healthcare

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