

# PHIL Award Presented to Brittany Brown



**The FACES Foundation** was established in 2006, in memory of Philip C. Lamka, who died as a result of complications from a Interstitial Lung Disease (ILD).

As the disease progressed, Phil's wife Sharman needed to bring some meaning to their profound sadness. As is the case with all patients with serious lung disease, the challenge was to help Phil breathe easier. Sharman wanted to establish a way to acknowledge the valuable role that respiratory therapists play in the lives of patients with life-threatening pulmonary illnesses. With that central to their thinking, the idea to start a foundation began and the FACES Foundation was established.

As a result of their experience, Phil and Sharman came to see that respiratory therapists are unsung heroes of the medical community. They decided to bring recognition to RTs through creation of The PHIL Award (Pulmonary Health & Illnesses of the Lungs). People living with life-threatening pulmonary disease feel profound appreciation for the healthcare providers who allow them to "breathe easy". This award 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.

*Continued on page 2*

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

## FYI DEADLINE

The deadline for the next FYI is Friday, July 7.

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

## ANOTHER SUCCESSFUL GAYLORD GAUNTLET



This year was our muddiest Gauntlet to-date! We had nearly 1,000 participants and were able to raise nearly \$80,000 for the Gaylord Sports Association. On behalf of Gaylord and the Sports Association, we would like to thank all of our staff who played a role in making this event possible. See media mentions and photos from the Gauntlet inside this edition of FYI.

**[CLICK HERE FOR RACE RESULTS](#)**

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

Continued from page 1



It is with great excitement that we are announcing that the recipient of the 2023 Gaylord Hospital PHIL award is Brittany Brown.

Brittany was nominated by Holly Walker, a former patient on Milne 1. Holly wrote "I was admitted on a ventilator and had a lot of questions and concerns. Brittany spent a lot of time answering my questions, explaining everything to me and reassuring me. She was patient and professional. She always made sure that I had everything I needed and was comfortable. Brittany gave me the courage to get through the process. Due to her care and approach, I was able to be liberated from the vent, decannulated and now I am ready to return to my former quality of life. I nominate Brittany for the PHIL award because she represents

the respiratory care field, department and hospital in a professional way and provides excellent care by putting the patient first".

The Gaylord PHIL Award Committee reviewed the nominations and recognized Brittany as an experienced respiratory therapist known to provide high quality patient-centered care. She is a mentor to new employees, a true multidisciplinary team player and a well-respected resource for the night shift.

"She is an asset to Gaylord, our patients and the field of Respiratory Care and well deserving of the PHIL award."

As the winner, Brittany was presented with an award certificate, and a sculpture as a symbol of her recognition today.

In the spirit of The PHIL Award, artist MK Shannon adapted her Appreciation sculpture. The figure represents the unfailing, and often background, support of the respiratory therapist-who continually seeks more effective ways to enable the patient to breathe easier. The butterfly symbolizes the lungs, in their fragility, beauty and vitality. The sculpture illuminates the relationship between the respiratory therapist and the patient; in his or her hands, the outstanding caregiver holds the patient's freedom to breathe easier.

**Congratulations and Thank You Brittany**

**COMING SOON: Legacy Week, July 10-14**

**Get ready for  
CARF 2023!**



Prepare yourself for the CARF Survey by reading "Eyes on Gaylord" Newsletter

Issue #2 on the intranet homepage/PULSE









# Gaylord Cup Awarded to Cheshire, Madison and North Haven

This month's Gaylord Cup winner is the Cheshire, Madison and North Haven sites. They have been beating their volume goals consistently. We all know outpatient has had some challenges meeting volume recently, from pandemic related cancellations, to staffing, and front end processes- there have been many barriers. These three sites have really been shining stars.

Cheshire has been above budget for 20 straight weeks. That is really impressive! Their consistency and hard work is so appreciated.

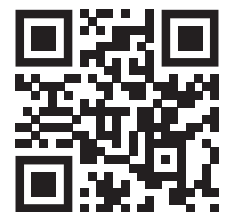
In Madison, they have had very good growth as our newest clinic. They are right on or slightly ahead of the budget over the past few months and for the year as a whole. They have been doing a great job growing our reputation.

North Haven, as one of our largest clinics, has been a success story in really turning around their number of visits. They have put in a lot of work in a variety of areas and are now beating budget consistently. Ortho is up each of the past 7 weeks and Neuro is overall ahead over the past several months.



## Did your co-worker go above and beyond?

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





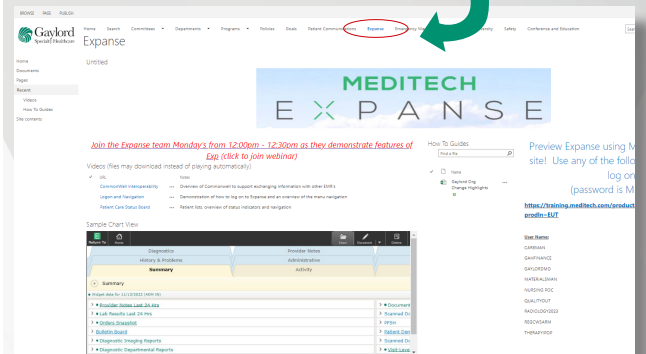


- **July 1**-Madison Concert on the Green
- **July 22 - August 12**-Bartlem Beats Concert Series
- **July 25**-Hunters Ambulance Golf Tournament
- **August 1 - Nov 1**-Cromwell Lions Football and Cheer
- **August 7**-Masonicare Golf Tournament
- **August 8**-Ray LaMay Golf Tournament
- **October 1**-Apple Harvest Road Race

For more information on community events and sponsorships, please [click here](#).

● Community Events   ■ Sponsorships

## Check out the Meditech EXPANSE Sharepoint page



Look for more Meditech EXPANSE information in upcoming FYIs and Snapcomms

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

## PROCESS IMPROVEMENT

*ideas?*

Please reach out to Leigh Golembiewski  
at [lgolembiewski@gaylord.org](mailto:lgolembiewski@gaylord.org)



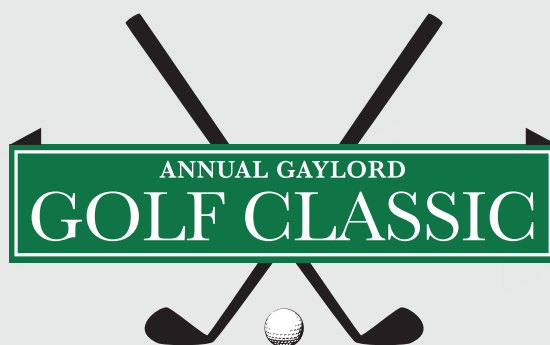
## Did you know Gaylord holds a weekly 'Photo of the Week' Contest on the intranet homepage?

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](mailto:publicrelations@gaylord.org) with your name, department, title and brief description of the photo.

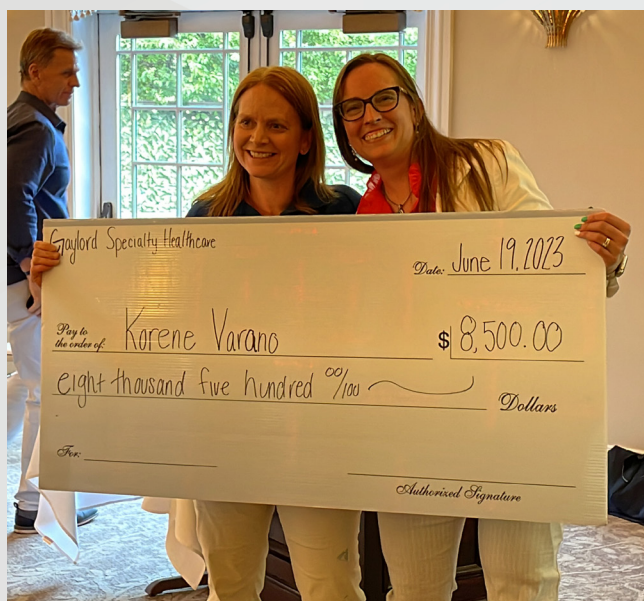


## Taking Preorders for Gaylord Tote Bag

The Cotton Canvas Admiral Tote Bag pictured below was displayed at our Vendor Fair. The vendor is taking preorders at \$25 each. Please reach out to Georgette @ [gmacquarrie@gaylord.org](mailto:gmacquarrie@gaylord.org) if you would like to place a preorder or stop by Brooker 316 to see the sample tote.



# June 19, 2023



More than 150 golfers joined us for Gaylord's 34<sup>th</sup> Annual Golf Classic on June 19 at Great River Golf Club in Milford, CT. Proceeds from the event benefit the Gaylord Sports Association. During the tournament, parathlete Korene Varano was surprised with a check for custom adaptive equipment for her bike, plus coaching and travel expenses for training for the Paratriathlon National Competition.

Click [here](#) to watch the full story, covered by WTNH.



# WHO WANTS TO PLAY BINGO?



## BINGO Tickets Sale

Cafeteria

June 27-29, July 5-7

11:30 am - 1:30 pm

\$1 per ticket

Cash or Venmo

Contact Georgette MacQuarrie, x2881 for ticket info

Benefits the Gaylord Special Needs Fund

Game starts July 10 via Snapcomms

Look for more information in upcoming FYIs

Brought to you by  
the Gaylord:



## MEDITECH EXPANSE — WEBINAR SERIES —

### OP Therapy Documentation (PDOC)



**Monday, July 3  
12 p.m., Via Zoom**

**Presenter**  
Anne Pacileo

**Scan the QR code  
or [click here](#)**

Webinar link is also available on the intranet homepage/PULSE

June	July	August	September	October
Jeans for Charity June 30	Jeans for Charity July 7, 21	Jeans for Charity August 4, 18	Jeans for Charity September 1, 15, 29	National Physical Therapy Month
	Legacy Week July 10-14		Employee Appreciation Day September 19	National Case Management Week
	Employee of the Year Event July 13		National IT Professionals Day September 19	National Respiratory Care Week
			National Spinal Cord Injury Awareness Month	National Pharmacy Week
			National Rehabilitation Awareness Week	Infection Prevention Week
			Complex Rehab Technology Awareness Week	National Patient Account Management Week
				Healthcare Quality Week



## 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 to celebrate the Near Miss submitted in April by Bridgette Eroh, LPN from Gaylord's float pool. Bridgette utilized the CHAMP tool: **Validate and verify**, to prevent the incorrect Insulin dose from being administered. She then ARCC'd up her concern for a patient with recent history of hypoglycemia to MD, who made dose adjustments. Bridgette's Questioning Attitude prevented potential harm to the patient.



The Quality and Safety Department would like to thank the following who submitted Near Miss RLs in April:

- Alicia Hagan
- Bridgette Eroh
- Courtney Raynor
- Gabrielle Lefevre
- Nicole Morrill
- Todd Belcourt

Thank you to everyone for your hard work and attention to detail!

# Jeans for Charity: Friday, June 30



The featured organization is

## Penny Dunker Scholarship

“The CATA Penny Dunker-Polek Scholarship Endowment, established in 2010, provides an annual

scholarship of \$1,000 to a qualified athletic training student who is enrolled at a college or university in Connecticut and who embodies Ms. Dunker-Polek's work ethic and generosity towards the community”.

About Ms. Dunker-Polek:

“Penny F. Dunker-Polek was a graduate of Gardner-Webb University and Central Connecticut State University. A certified EMT, Ms. Dunker-Polek taught CPR for the American Red Cross and the American Heart Association and covered sports as an athletic trainer for several area high schools and colleges. The CATA Penny F. Dunker-Polek Scholarship Endowment was established to honor her memory and her courageous struggle with cancer”. Penny worked in inpatient therapy at Gaylord.

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.

### November

Jeans for Charity  
November 3, 17

### December

Jeans for Charity  
December 1, 15, 29

### January 2024

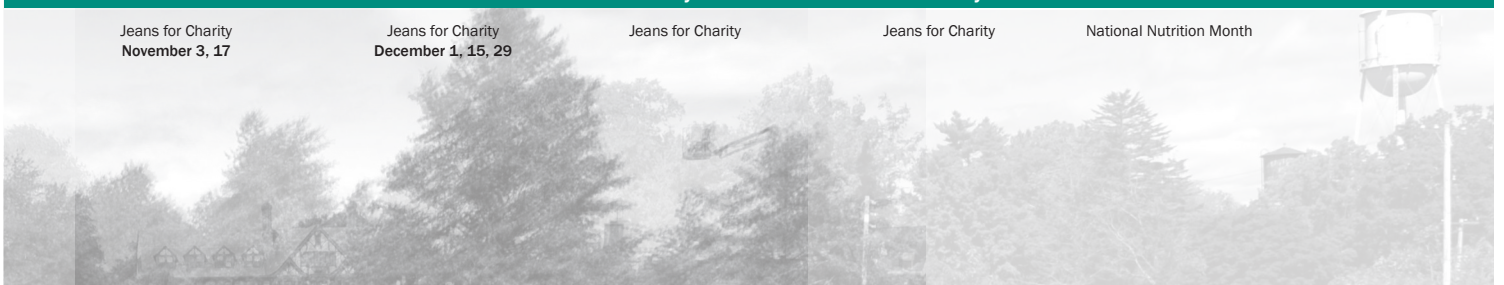
Jeans for Charity

### February

Jeans for Charity

### March

National Nutrition Month







**SUMMER BBQ**

**EVERY THURSDAY**

**\*NOW THROUGH AUGUST\***  
 MILNE CIRCLE  
 11:30 AM - 1:30 PM

Buy your ticket in the cafeteria,  
 head out to the Milne Circle for food

*Weather permitting*

\*NO BBQ JULY 6 FOR HOLIDAY  
 \*NO BBQ JULY 13 FOR LEGACY WEEK




**Be Innovative.  
Think Possible.**



**Share your innovative ideas with us.**


Scan the QR code or  
 email [innovation@gaylord.org](mailto:innovation@gaylord.org)





**Benefit Holiday  
on June 29**

There will be no benefit deductions in today's paycheck (June 29) due to there being three pay periods in June.



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

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

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

**REMINDER**  
 for all emergencies dial  
**3399**

# Ellie Brown Cleanup Day



On June 21, we celebrated our annual Ellie Brown Cleanup Day here on Gaylord's campus.

Ellie Brown was the wife of Dr. Curtland Brown Jr, a former president and medical director at

Gaylord. Each day, Ellie would take a walk up and down Gaylord Farm Road, making it her personal mission to keep the road clean. She believed a clean road was a good first impression of the facility.

We'd like to thank the twenty Gaylord staff and their families who came out and volunteered. A special shout-out goes to the representatives from Schulz Group, Power Systems by Timken for taking the time to help us clean.

The group then met at Laskara Restaurant for appetizers to celebrate a job well done.



## GAYLORD IN THE NEWS

### WFSB:

[Gaylord Gauntlet held this weekend to raise funds for hospital](#)

*Featuring Katie Joly and adaptive athletes Chris Pranger, Cameron Senna, Gloria Searson*

### WTNH:

[2023 Gaylord Gauntlet Featured Adaptive Athlete](#)

*Featuring Natalie Matarazzo, Kim Fredsall*

### WTNH – CT Style segment:

[The Gaylord Gauntlet 5k: Promoting Health, Function and Fitness](#)

*Featuring Natalie Matarazzo, Katie Joly*

### NBC 30:

[Natalie Matarazzo named 2023 Featured Adaptive Athlete for the Gaylord Gauntlet](#)

*Featuring Natalie Matarazzo*

### Republican-American:

[Wolcott's Chelsea Michaud is ready to hit the court, thanks to new wheelchair](#)

*Featuring Chelsea Michaud, Katie Joly*

Click [HERE](#) for more media mentions.





## Expanse credentials and Network Password Manager Announcement

As we begin to inch closer to our Expanse Go-Live on 10/1/23 you will begin to start hearing more about training and go-live preparations. One of the fundamental changes everyone will experience is simply how to log onto Expanse. Your current MEDITECH logon credentials will NOT work with Expanse.

With Expanse, your logon credentials will be the same as your computer/network username and credentials (i.e. same password as email, Kronos). As a result of this change, the self-service password manager (PortalGuard) is going to be ever more so critical. You are able to reset your password without relying on the **IT Help Desk**. **The IT Help Desk will not reset passwords, they will direct callers to the PortalGuard site (<https://security.gaylord.org>) for you to reset your own password.**

If you are not already familiar with the self-service password management/2 factor authentication please refer to the document below. It is recommended that you ensure you are registered and prepared to use the site if needed.

### Craig Stearns


VP, Chief Information Officer & Compliance Officer  
[cstearns@gaylord.org](mailto:cstearns@gaylord.org)



## Gaylord Network Password Management and 2 Factor Authentication System

Gaylord's password management system (PortalGuard) provides a convenient means for Gaylord employees to unlock their Network account or reset their Network password (Network accounts are used to authenticate to many Gaylord systems including Email, Kronos, RL Solutions and Workstation PCs. Before you can begin using PortalGuard, you must first log in (using your current Gaylord credentials) answer challenge questions and provide a cell phone number and an alternative email address. PortalGuard will send you temporary one-time passwords to your cell phone and/or alternative email address in the event you ever forget your password and need to reset it.

The instructions on the next page show you what you need to do:



**Need Help?**

Email us: [helpdesk@gaylord.org](mailto:helpdesk@gaylord.org)  
Call us: **x2222 Option 4**  
We're available between 7:30am -4:30pm

**Before you can begin using PortalGuard, you must first log in (using your current Gaylord credentials) answer challenge questions, provide a cell phone number, and an alternative email address.**

## Challenge Questions and Registering your Cell Phone

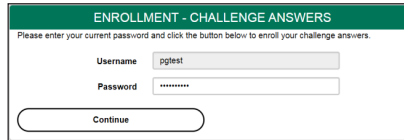
- You can access 'Network Password Management' from the following three places:
  - Navigate to <https://security.gaylord.org> (This link is accessible from within the hospital as well as outside of the hospital)
  - Click on the Network Password Manager link on the quick launch of the SharePoint homepage.
  - Click on the Forgot Password link at Windows Logon Screen



- Enter your Username and Password and click Login

Log on to: GYLD.DMN  
How do I log on to another domain?  
Network Password Manager  
Forgot password?

- Enter your current Gaylord username and password and click <Continue>



- After entering your username and password information, you will first be prompted to answer challenge questions. You must answer at least 5 of the 10 questions and the answers must be at least 4 characters long
- Next, you will be required to enter a cell phone number Click <Continue>
- PortalGuard will send a one-time temporary password to the cell phone number you provided. Upon receipt of the temporary password, enter it and click <Continue>. The temporary password is case-sensitive and could contain letters and numbers
- If you entered the correct temporary password you will receive the above message. Click the link "Click here to continue logging in."

## Alternate Email

- You will now be prompted to enter an alternate email address. Please note that this is any email address other than your Gaylord address (such as gmail, Hotmail, yahoo, aol, etc.). After entering your alternate email, click <Continue>
- A One-Time Password will be sent to the alternate email address, once received enter the One-Time Password click the link "Click here to continue logging in"
- If you have finished updating your information, click the "Log Out" link

## Tips

- Challenge answers must be at least four characters long
- One-time temporary passwords are case-sensitive
- Do not use Gaylord email when registering alternative email

## Need Help?

Email us: [helpdesk@Gaylord.org](mailto:helpdesk@Gaylord.org)

Call us: **x2222 Option 4**

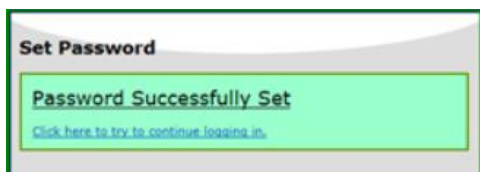
We're available between 7:30am -4:30pm

## Portal Access – Self Service

### I know my password but want/need to change it.

Now let's suppose you know your Gaylord password but you would like to change it. Since you have registered your cell phone and/or alternative email, PortalGuard can help you reset your password.

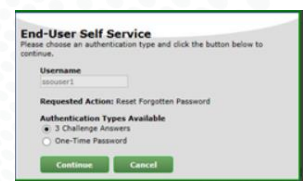
- From any browser, type the following URL:  
<https://security.gaylord.org>
- Provide your username and click <Set Password>. Provide your password and click <Continue>
- Enter your desired new password and confirm it. Click <Set Password>.
- Enter a new password and confirm it. Click <Set Password>. You should now be able to log into Gaylord Email, Kronos, or Workstation using your new password.



### I can't remember my password and need to change it

Now let's suppose you cannot remember your Gaylord password and need to reset it. From any web browser type the following URL:

- <https://security.gaylord.org>
- Provide your username and click <Forgot Password>.
- If you are pretty sure you remember your password but your account has become locked (possibly because of unsuccessful login attempts), you may select "Unlock Account". However, it is more likely you cannot remember your password so select "Reset Forgotten Password" and click <Continue>
- You may have a one-time temporary password sent to your cell phone or your alternative email address. Let's have it sent as a txt to our cell phone. Make sure "Mobile Phone Number" is selected and click <Continue>.
- Once you receive your one-time temporary password, enter it and click <Continue>
- Enter your new password, enter it again to confirm it, and click <Continue>








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

**\*REFERRAL BONUS**

**POSITION**

**\$2,000** RN

**\$2,000** RCP

**\$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.**



July Safety Habit:  
**Mentor Each Other  
200% Accountability**



A Safety Codeword:  
**"I have a Concern."**

**Speak Up for Safety: ARCC it Up -"I have a concern"**

**A responsibility to protect  
in a manner of mutual  
respect—an assertion and  
escalation technique.**



**A non-threatening technique you can use to raise concerns.  
Each letter in ARCC stands for an action.**

**A**sk a question: *"Did you forget your gloves?"*

**R**equest a change: *"Please put on your gloves."*

**C**ommunicate a Concern: *"I'm concerned about the safety of the patient."*

**C**hain of Command: *"I'm not comfortable with this; I will need to speak to my supervisor."*

*\*Most of the time, the **A** alone or the **A+R** will achieve the behavior change needed.*



**SAFETY  
STARTS  
WITH ME**

**Questions about  
CHAMP?**

Ask a Safety Coach. Talk to a  
staff members wearing the  
Safety Coach button.



# Meet Our Physical Medicine and Rehabilitation **RESIDENTS**

**Gage Hurlburt, DO****Hometown**

Martinsburg, WV

**Medical School**

West Virginia School of Osteopathic Medicine

**Undergraduate School**

West Virginia University

**Clinical Interests**

Pain Management, Sports/Musculoskeletal Medicine, Regenerative Medicine

**Interests**

Weightlifting, running, cooking, watching sports, traveling

**Courtney Pinto, MD****Hometown**

Norfolk, MA

**Medical School**

New York Medical College

**Undergraduate School**

Saint Michael's College

**Clinical Interests**

Neurorehabilitation, specifically Traumatic Brain Injury, Neuromuscular Disorders, and Spinal Cord Injury, Regenerative Medicine, and Adaptive Sports

**Interests**

Hiking, kayaking, yoga, rock climbing, gardening, cooking, and reading

**Priscilla Mapelli, DO****Hometown**

Unionville, CT

**Medical School**

Touro College of Osteopathic Medicine, Harlem, NY

**Undergraduate School**

University of California, Los Angeles

**Clinical Interests**

Addressing health disparities, Spinal Cord Injury, MSK Ultrasound, Regenerative Medicine, Pediatric Rehab, Sports and Interventional Pain Medicine

**Interests**

Weightlifting, plants, experiencing new foods and traveling

**Mitch Wright, DO****Hometown**

Hampton, IL

**Medical School**

A.T. Still University Kirksville College of Osteopathic Medicine

**Undergraduate School**

Carthage College

**Clinical Interests**

All aspects of Physical Medicine & Rehabilitation: General Acute Rehab, Musculoskeletal Medicine, Prosthetics and Orthotics, Spasticity Management, Neuromuscular Rehab

**Interests**

Volleyball, cycling, cooking/baking, and finding new donut shops

For inquiries or more information  
about the residency please contact  
[Mkoller@gaylord.org](mailto:Mkoller@gaylord.org).

**Class of 2026**