

FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, March 31.

Email: publicrelations@gaylord.org



Recently the Outpatient Patient Access Team transitioned over to centralized registration and it turned out to be very successful for the organization. It all started back in August when a team of staff members (Ronell Donovan, Jamie Gambardella, Belen Garcia, Madelyn Sola, Chris Hayes, Leigh Golembiewski, Natasha Dempsey and Cheryl Joyner) embarked on a Lean Project to review the front end processes in an effort to find some efficiency gains. They looked at Gaylord's current referral pending list and determined that tasks were separated out to be the priority task for a selected group of intake reps. We may be able to improve how fasts the patients can get scheduled but also keep the pending list at a manageable size. They focused on tools, resources and training for those individual staff members. The results were amazing:

- Able to review the other intake rep positions that would no longer be responsible for the task and improve on efficiency within their roles
- Reduced the overtime required for this task by 30% in Wallingford
- Started to push the envelope on the 48 hour turnaround of a referral to actually turning it around in 24 hours

Not only were we able to get patients in the door and to the care they need more quickly by dedicating a designated group of staff to the pending list, but we are also finding that patients are interacting more effectively with the intake reps focusing on patient-facing care. Check out these comments from the Press Ganey Survey for our North Haven Clinic:

Employees at check-in and registration are very professional and they make the processes fast and friendly!

They worked very hard to get me into therapy on Devine St.
*Madelyn was very instrumental in this process.

This particular facility is exceptional in all facets including cleanliness, bright and airy, friendly, and well staffed.

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

HR UPDATE:

New Human Resource Management System Coming!

In 2022, a cross-functional team across Gaylord explored various Human Resources systems to meet our HR needs present and future as Kronos will be retiring Workforce Central (WFC) and Human Resources/Payroll (HRPR) platforms as of 2024. **We are pleased to announce that UKGPro/Dimensions will be Gaylord's new HRMS (Human Resources Management system).**



Behind the scenes, HR, Finance, IT and Nursing have been meeting with the implementation team from UKG to streamline processes and functionality for Gaylord's new system. The goal is for our employees to have greater access to their personal information, payroll, benefits and nursing schedules. Other features will include performance management, a learning management system (LMS), talent acquisition and talent management record keeping. From what we have seen in all of the testing and explorations for a new system, UKG is extremely user friendly and intuitive.



Some important things to know:

UKGPro will be replacing Kronos HRPR.

Functions: Houses all employee information, benefits, positions, job descriptions compensation, performance management, learning management, talent acquisition, talent management and nurse scheduling.

Dimensions is replacing Workforce Central (WFC).

Functions: A time entry and leave management system capturing hours worked and leave time. Supervisor led for time sheets, change requests, and time off requests approvals. Information ports to the payroll system.

Build Timeline: 39 weeks, Go Live January 2024

Over the next several months, there will be a lot of ongoing communication, updates and employee training. If you have any questions, or would like to be a "Train the Trainer" for the new system, please drop us a note at UKGproject@gaylord.org.

Stay tuned to see the developments!



Did your co-worker
go above and beyond?

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



March Gaylord Cup Awarded to Agiliti Transition Team



Congratulations to the Agiliti Transition Team on being chosen as the recipients of the March Gaylord Cup. As you all know, Agiliti is now overseeing Clinical Engineering at Gaylord. Special recognition to Bob Hall, Senior Director of Facilities, whose idea it was to move in this direction. He did all the leg work in terms of contract negotiation with the Agiliti leadership to make this a beneficial partnership. Bob said he wanted to improve efficiency, expertise and service with the hope of bringing economies of scale to our parts replacement and preventative maintenance programs. The goal of the transition was to not have any service gaps while Agiliti was onboarding and to start the inventory process immediately. This was accomplished smoothly and without a glitch. Congratulations on winning the Gaylord Cup to everyone involved.



OPEN HOUSE



Agiliti, medical equipment management team, held an open house on March 8 in the Milne basement where Gaylord staff members had a chance to meet Agiliti team members and check out their new workspace.

MARCH

Service Awards

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

30 YEARS

Cheryl Wiecek
Nursing Services

20 YEARS

Paula Cappola
Inpatient Speech

15 YEARS

Sheila Padilla-Sandoval
Pharmacy

10 YEARS

Stefanie Gaidos
Inpatient Speech

5 YEARS

Kevin Johnson
Admissions

Tiffany Scribner
Nursing Services

Colleen Rawlick
Information Technology

Jamilka Rodriguez
Nursing Services

Tiana Santiago
Nursing Services



Monthly Winner for Innovation Submission Announced



Congratulations to **Kristen Berg**! She is the monthly winner for Innovation submission. She suggested a manner to display our history and won \$25 Gaylord bucks for her effort! Look out for next month's raffle winner!

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



REMINDER
for all emergencies dial
3399



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 recognize a Near Miss submitted in RL by Beth Benigni, Nursing Supervisor, recognizing **Deborah Hedderman LPN** and her attention to detail. After review of patient's medical record, Debby recognized an antibiotic was not ordered, **ARCC'd it up** to MD on call and rectified situation. This is a great example of the use of our CHAMP tools to ensure medication safety.



Other Near Misses were reported in the month of January by the following staff:

- | | |
|------------------------|----------------------|
| • Alexis Kyritsopoulos | • Jaime Lorusso |
| • Anika Mitchell | • Kimberly Eisen |
| • Beth Benigni | • Magdalena Rosado |
| • Claudia Napiorkowska | • Morgan Douglas |
| • Courtney Raynor | • Rachael Baribeault |
| • Elisabeth Kelly | • Stephanie Bauer |
| • Heather Errichetti | • Stephanie Muraski |

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



GAYLORD IN THE NEWS

Stroke Rehab Times (UK publication):

The series interviewed former patient Garrett Mendez, his mom Eileen Mendez, and Dr. Alyse Sicklick. Click the parts below.

[Part 1: Garrett Mendez](#)

[Part 2: Eileen Mendez](#)

[Part 3: Dr. Alyse Sicklick](#)





HAPPY DOCTORS' DAY



March 30 is National Doctors' Day, an annual observance to thank the medical community for keeping patients well or helping them recover. This billboard will appear across the state on March 30.

Thank you to our medical staff!

Patient Safety Awareness Week

March 12 - March 18, 2023



Thank you to everyone for participating in the Patient Safety Awareness Week. We had 130 staff members complete the word search and 40 staff members participate in the Safety-Check-In survey.

The Amazon gift card raffle winners are...

Word Search: **Dr. Hank Hrdlicka**

Survey Monkey: **Barbara Carrano**



A beautiful drawing and words of encouragement, by Bella Beauchamp RN, Lyman 2

March	April	May	June	July
National Brain Injury Awareness Month	National Occupational Therapy Month	Better Speech & Hearing Month	Stroke Awareness Month	Jeans for Charity June 2, 16, 30
National Social Work Month	Jeans for Charity April 7, 21	National Hospital Week May 7 - 13	Jeans for Charity May 5, 12, 19	Jeans for Charity July 7, 21
Better Breathers Support Group resumes	Patient Safety Survey April 9-16	Committee Fair May 7 - 13	Clinical Trials Day May 19	Legacy Week
National Women's History Month	Volunteer Appreciation Week April 16-22	Nurses' Week May 6 - 12	Gaylord Golf Classic June 19	Employee of the Year Event July 13
Jeans for Charity March 31	Hiring event April 18	Innovation of the Year Award More to come	Gaylord Gauntlet 5k June 24	
	Patient Experience Week April 23-29			



Gaylord and the
COMMUNITY

Jeans for Charity: Friday, April 7



The featured organization is

**The Joseph and
Anthony Manzi
Foundation**

For more information, [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.

- **April 1-** Madison Little League
Max Sinoway Little League NH
Cheshire High School Baseball
Yalesville Little League
Cheshire Soccer Club
- ■ **April 13-** Hamden Chamber Healthcare
Warrior Awards
Register [HERE](#)
- ■ **April 23-** Cheshire Ion Bank Road Race
To claim one of three complimentary
race entries, please email
Jamesrusso@gaylord.org

For more information please [click here.](#)

● Community Events ■ Sponsorships

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

August	September	October	November	December
Jeans for Charity August 4, 18	Jeans for Charity September 1, 15, 29	National Physical Therapy Month	Jeans for Charity November 3, 17	Jeans for Charity December 1, 15, 29
	National Spinal Cord Injury Awareness Month	National Case Management Week		
	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		



Onsite Biometric Screenings*

Date: Wednesday, March 29, 2023

Time: 7am – 12 Noon

Location: Brooker Lecture Hall, First Floor

Gaylord Specialty Healthcare

50 Gaylord Farm Road, Wallingford

Appointment Required:

<https://www.apschedule.com/gaylord23>

*Screenings are for all Gaylord Specialty Healthcare employees as well as Spouses with ConnectiCare medical coverage.



MEDICAL STAFF APPRECIATION DAY

March 30, 2023



Thank you all!

NOTE: Not every medical staff member is pictured.

Looking for Research Study Participants

Clinical Comparison of Patellofemoral Pain Syndrome Outcomes after Blood Flow Restriction Training is an outpatient study conducted across Gaylord's outpatient physical therapy sites. Participants from the community are eligible to participate as long as they are over 16 years old, have Patellofemoral Pain Syndrome, and will be attending outpatient therapy.

The study involves using blood flow restriction (BFR) during therapy exercises to assess if there is a benefit to the patient's recovery and pain reduction across time. While BFR is often used in PT sessions, it has not been used in this targeted population with a focus on Patient Reported Outcome Measures and objective strength measures.

The treating Primary Investigators for this study are Dani Letendre in Wallingford and Eric Sokolowski in Cheshire. Stephanie Belanger in Cromwell and Corey Podbielski in Madison are also treating investigators in this study. With support from the Research Department, this study is up and running! During a PT evaluation, potential participants are easily identified by having a diagnosis of PFPS.

This is where we need your help - if you identify someone that has PFPS, please share the study flyer with them and let the study therapist at your site know. They can talk further with the person about the study, share the consent form, and enroll them in the study. Please contact any investigator if you would like to learn more about the study. Flyer is located on the next page.



Gaylord celebrated Pulmonary Rehab Week, week of March 16, with a "meet our team" event in the cafeteria, allowing Gaylord staff to meet our new outpatient pulmonary rehab team. Staff were treated to a "spin the wheel" game and would answer pulmonary rehab-related questions to win prizes.

Maggie Gainer, AS, RRT, and Sue Meyer, AS, RRT, are our dedicated team and are enjoying their first Pulmonary Rehab Week. They are currently working with the program's first-ever intern, Kyle Strang, who is studying Exercise Sports Science at Southern Connecticut State University and spending this semester completing his capstone project at Gaylord.



SAVINGS CODE

staff23
\$10 off



06 24 23

REGISTRATION NOW OPEN

www.gaylordgauntlet.org



Experiencing knee pain?

Want to participate in a research study?

Clinical Comparison of Patellofemoral Pain Syndrome Outcomes after Blood Flow Restriction Training

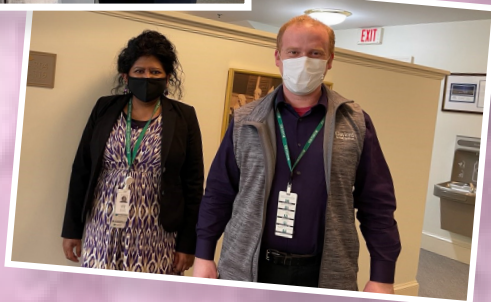
Gaylord Specialty Healthcare is partnering with **UConn Health Center** to test the use of Blood Flow Restriction Therapy in knee rehabilitation. While you complete physical therapy at Gaylord Specialty Healthcare you will be asked to participate in Patient Reported Outcome surveys at various timepoints during your sessions and then again at 6- and 12-months post Physical Therapy.

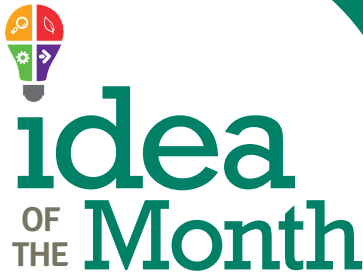
To learn more about this study and your eligibility, please ask the representative when you register for physical therapy or contact the research team at:

research@gaylord.org



Scan this QR code to connect with a Gaylord Researcher for more information.





Idea: When multiple Doses of the same meds are ordered (for example, oxy 5 and oxy 10), the orders are not linked and show up separately. I feel as though they should be linked so that someone isn't receiving the dose too often due to not seeing the other dose.

Action: Expanse will provide a more robust solution to address these types of issues

Do you have an idea? Share with us.



Coming Soon: 2023 Culture of Safety Staff Survey



The 2023 Culture of Patient Safety Survey will be available to staff **April 6 - April 19**. Your participation in this survey assists in making decisions to improve the quality of health care services we provide

assessing our culture of safety at Gaylord so that we can make improvements. Please take a few minutes to provide your input, our staff's feedback is essential to making this a purposeful tool. The Survey Monkey link will be posted on Sharepoint as well as emailed to staff.



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



COMING SOON

to your email

Top Workplace survey 2023



Annual Hospital-Wide Compliance

Education Expo

Login to HealthStream to complete the assignments.

April 1 - June 30

Visit the intranet homepage
FREQUENT LINKS
/ HEALTHSTREAM



2023

MEDICAL STAFF PHOTO CONTEST

VOTE TODAY!

Visit the cafeteria or the intranet homepage (PULSE) to vote for your favorite photo.

Voting ends
Monday, March 27



Burgess Renovations and Department Moves



The construction in the Burgess building has been completed. The completion of this major project will allow four departments to be relocated in the next month. The reason for all the moves is to clear the west side of the Jackson ground floor to make way for the Center for Education, Research and Innovation. After the moves have been completed there will be a ribbon cutting and open house for all staff to be able to walk through and see where our co-workers from F&N, HIM, Wheelchair repair shop and Admissions have relocated to. Watch for more details to come.

Moves already accomplished:

- March: Andy Huang moved to Hooker ground (HG06)

Changes planned for the week of March 27:

- Food & Nutrition move to Burgess upper level (BU101, BU102, BU103, BU127)
- Vinny Papotto, wheelchair technician, and the wheelchair shop move to Burgess
- Hooker ground space will begin preparations for construction to accommodate the new Quest lab
- Health Information Management staff move, including Cheryl (Sharon) Griffin and Kara Wilson

Saturday, April 1 - Health Information Management high density file move by Meyer Records Management Company

Changes planned for the week of April 3:

- Admissions team moves, including Kathryn Prevost

Changes planned for the week of April 10:

- Wound Care team moves
- Jackson ground furniture removal and re-purposing by Facilities

Later in April – Open House with Refreshments. More info to follow.

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Academic Scholarships Available

Apply today!

Visit the intranet homepage for the application.



Start your day with Rogue Coffee!

Celebrate Medical Staff Appreciation Day

Visit the Rogue Coffee
Truck in the Milne Circle

On March 30, 2023
8 a.m. to 12 p.m.

Enjoy your free coffee, smoothie,
tea or hot chocolate on us!

Compliments of Gaylord's
Development Office

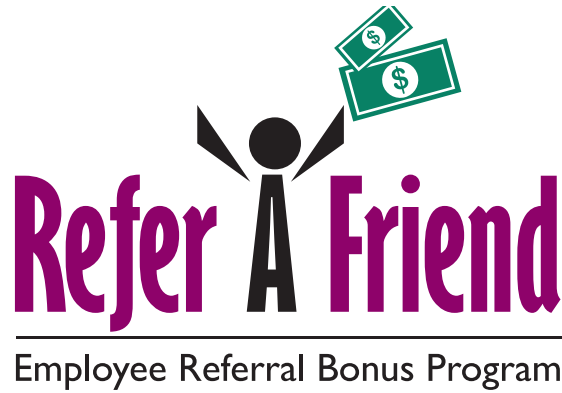
Free and open to all Gaylord staff

one item per person, please



**Thank
you for all
you do!**





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

*REFERRAL BONUS	POSITION
\$2,000	RN
\$2,000	RN/On-site RHM
\$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.





SOCIAL MEDIA



RECIPE CONTEST

Show off your cooking skills!

1. Visit the Nutrition table in the cafeteria during the month of March, National Nutrition Month
2. Choose a picture of a food item
3. In your home kitchen, create a healthy recipe using that food item
4. Take a picture and post your recipe on your social media
5. Use the hashtags #GaylordSpecialtyHealthcare, #NationalNutritionMonth
6. At the end of March, Gaylord's Dietitians will choose the winning recipe and the winner will win a prize.



Loyalty Program

Buy 9, receive the 10th FREE!

must be 10 of the same item

coffee



soup



bowl special



Buy any one of these items in the Wallingford campus cafeteria to receive your loyalty punch card





Research EDucation Development **(REDD)** Series

Scientific Posters: How to Wow the Conference Crowd

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, March 30, 2023

Time:

12:10 p.m.

Location:

Via Zoom. Contact hhrdlicka@gaylord.org or jcorbett@gaylord.org for Zoom info.

Co-host:

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**



PRESENTS

AGING WELL: OPTIMIZING OSTEOPOROSIS AND PELVIC HEALTH

Presenters:



Corey Podbielski, PT, DPT, CSCS, OCS

Physical Therapist,
Gaylord Physical Therapy, Madison

- Board Certified Orthopedic Specialist
- Certified Strength and Conditioning Specialist
- Titleist Performance Institute (TPI) Certified
- Certified in Dry Needling
- Advanced training in treatment of jaw and TMD (temporomandibular disorder)
- Head Coach for Gaylord Wolfpack Sled Hockey team

Jen Morgan, PT, DPT

Pelvic Health Specialist,
Owner & CEO of Centrality Wellness

- Specialty training in orthopedics and pelvic floor conditions, with a background in strength training and yoga.
- Specializes in pelvic pain, hip or low back pain, birth preparation, chronic constipation, and urinary or fecal incontinence.
- Commitment to providing individualized care focused on meeting your pelvic and overall health goals.

Date:

Wednesday, April 19

Time:

6:30 p.m.

***Where:**

Gaylord Physical Therapy
Madison

28 Durham Rd

*also available via Zoom

Discussion will include:

- The benefits of strength training in managing pelvic floor conditions and osteoporosis
- What is a pelvic health rehab provider & what kinds of conditions can benefit from interventions; how does this change with age?
- The anatomy of the pelvic floor & the relationship with the lower extremity
- Who is impacted by osteoporosis?
- Functional ways to test your strength

RSVP:

Please email, jamesrusso@gaylord.org