

FYI

Gaylord Cup Awarded to CNA Academy Team



The Gaylord Cup was awarded to the CNA Academy team, which includes four dynamic staff members—**Caitlin Cote, Kristen Berg, Beverly Teixeira, and Lacey McCauley**. When reflecting on PCT turnover and evaluating statewide training programs, Lisa Kalafus, VP, Chief Nursing Officer, explained that "I thought if we had our own program, we could make the training to better prepare CNAs to care for the complexity of our

patient populations. I presented this idea to Caitlin Cote, RN, Manager of Staff Development, who immediately developed and outlined a creative program. Caitlin made calls and inquiries to the CT DPH and set up meetings in no time. Then came the question of who would run the Academy. We knew it had to be a passionate person with great energy, committed, supportive, and dedicated to the cause. Kristen Berg, RN was a nurse educator at the time and deemed the perfect person to take on this new role and accepted the position of our CNA Program Coordinator."

Lisa continued to explain that the program needed an expert who worked at the bedside to assist in training the students. Bev Teixeira was identified as a role model PCT with over 30 years of experience and is a phenomenal preceptor. She stepped into Gaylord's first PCT Trainer role.

Continued on page 3

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, May 12.

Email: publicrelations@gaylord.org

It's almost here!
Hospital AND Nurses Week
 May 8 - 12, 2023
A week of gratitude

See the schedule of events on the next page



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

Hospital **AND** Nurses Week

May 8 - 12, 2023



A week of gratitude

MONDAY
MAY 8

♥ **Blessing of the Hands**

**Innovation of the Year
Award and CHAMP
Awards**
12 p.m.
Brooker Lecture Hall

TUESDAY
MAY 9

Pop and Shop
Brooker Lecture Hall
7:30 a.m.-4 p.m.
♥ *raffles for nurses
who attend*

Appreciation Dinner
Night shift
(1:00 a.m. Wednesday,
May 10)

WEDNESDAY
MAY 10

Appreciation Lunch
Wallingford campus
11:30 a.m.-1:30 p.m.

Appreciation Dinner
Wallingford campus
4:30pm-6:00pm
♥ **Nursing Units
Visits by Nash**
11:30 a.m.-7 p.m.

THURSDAY
MAY 11

**Cup of
Gratitude Cart**
Milne Lobby
9:30 a.m.-11 a.m.

**Committee
Engagement Fair**
Brooker Lecture Hall
11a.m.-1:30 p.m.
2:30 p.m.-5:30 p.m.

**Cup of
Gratitude Cart**
Brooker Lobby
11 a.m.-1 p.m.
♥ Nursing units day
and evening shift

FRIDAY
MAY 12

Free Dress Down Day

**Ice Cream Emergency
Truck**
Wallingford – Day and
evening shift
11:30 a.m.-1:30 p.m.
4:30 p.m.-6:00 p.m.
Cheshire
2:15 p.m.-2:30 p.m.
North Haven
3:00 p.m. - 3:45 p.m.

Scholarship Presentation
Brooker patio
3:00 pm

Ice Cream Cart
Night staff

♥ **Nurses Week Celebration**
Nursing events throughout the week: massage chairs (Milne, Lyman and Hooker buildings) all week, several nursing awards presented throughout the week, appreciation stations (all nursing units) come write a special note to our nurses!



Ice Cream Delivery
Cromwell and Madison

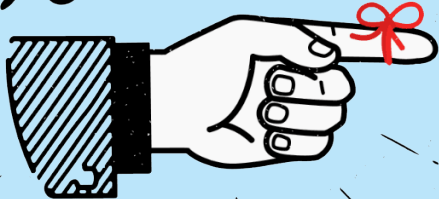
Continued from page 1

After the Academy began and the administrative duties were assessed, Lacey McCauley was brought on board to coordinate the moving parts behind the scenes and ensure success from a logistical standpoint. Five cohorts of students have benefitted from the specialized training in the past ten months, which is enhanced by high reliability and customer service principles. The students are supported in a way that no other program provides.

Mitch Podob, VP HR shared, "These talented individuals have demonstrated a culture of innovation and are stewards of true collaboration between Human Resources and the Nursing Department to create a world-class platform that will impact our recruitment and retention efforts. As we continue to evolve and develop a culture of engagement at Gaylord, this team takes great pride in their hands-on approach to ensure that students understand their impact on patient care."

The management team recognized the Academy staff for providing quality hands-on teaching with a focus on mentoring, which compliments Gaylord's reputation. Kudos to a team genuinely dedicated to the students' success and for developing talent to care for our patients.

Reminder



**PLEASE DIRECT ALL
MEDIA INQUIRIES
TO THE PUBLIC
RELATIONS DEPARTMENT
AT EXT. 2881.**

THANK YOU!

Welcome to the Gaylord Team!

Nicole Perrelli	LPN-L2
Jada Kelly	PCT-H1
Ramona Warner	Rehab Therapy Aide- NH
Meghan Sastram	OT-Inpatient
Nora Rios	Intake Rep-Cromwell
Gandra Paris	Cook/Baker
Kim Reutenauer	Food Services Asst
Maria Preciado	Intake Rep-Wlfd
Jeanie Banh	LPN-Float
Eyana Watts	PCT-H2
Tabatha Smith	PCT-L1
Zamary Rosado	Mobility Tech-H1
Danielle Ionorio	SNT-L1
Nicole De'Barros-Redd	LPN - H2
Ruby Nonez	LPN-L1
Margaret Calderon	RN- M1
Tywon Hampton	RN - M1
Rosmeen Ishak	PCT-H2
Shantee Rivera	PCT-Float
Melissa Kerski	PCT-H1
Daisy Cedeno	PCT-L1



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

HR UPDATE:

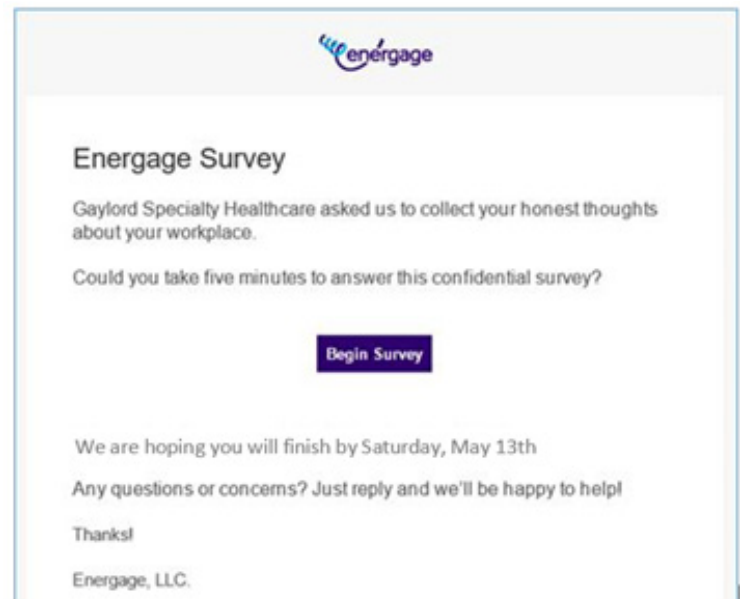
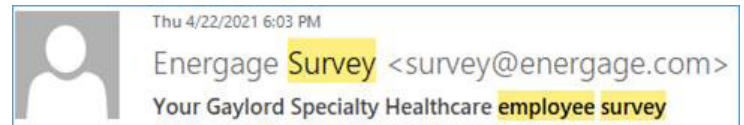
Top Work Places Employee Engagement Survey Extended through May 13th!

Your feedback is more important than you think!

Your voice is extremely important! If you have completed the survey from Energage, THANK YOU! If not, there's still time! Below is notification email - remember, everyone that completes the survey is eligible to **win a \$100 Amazon Gift Card!**

Please note:

- All Gaylord employees have received an email with instructions from Energage on how to complete this year's survey
- Survey is available in English and Spanish
- **The survey completion deadline is May 13, 2023**
- **Pictured is the message you have received – please do not delete it!**



Thank you in advance for participating and for encouraging your colleagues and teams to share their insights as well!

Best regards,

Mitch Podob
Vice President, Human Resources



Yoga

Check out our yoga videos by scanning the QR code below:



Password: gaylordyoga

Offered by The Office of Integrative Medicine



Thank you to our Donors



Did your co-worker go above and beyond?

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



Departments on the move to Burgess

The moves published in FYI on March 23, have all successfully happened. Staff are getting settled into their new offices and enjoying the space. The construction in the Burgess building has been completed and the following changes have happened:

- Andy Huang moved to Hooker ground (HG06)
- Food & Nutrition moved 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, including Cheryl (Sharon) Griffin and Kara Wilson moved to Burgess
- Admissions team moved, including Kathryn Prevost
- Wound Care team moves to Burgess
- Jackson ground furniture removal and re-purposing by Facilities

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.

Looking ahead to May:

- Hooker ground renovations for the Quest lab should be completed mid-month
- Quest team will be moved into their new space
- Mailroom will be moved to Hooker ground
- Elle Marron will move into a different office on Jackson 1

Be sure to stop by Burgess to see where our co-workers from F&N, HIM, Wound Care, Wheelchair repair shop and Admissions have relocated to.

April Raffle Winner

Dawn Peck, Inpatient Therapy



The GoGreen Committee has purchased four new recycling bins to promote recycling and further the hospital's waste-reduction efforts. Moving forward, the committee will collect bottles and cans with a CT .05 cent redemption label. Please make sure that only clean bottles and cans go into these labeled bins. 100% of the funds will be donated to a local nonprofit organization.

These bins can be found in the following locations:

**Burgess
Inpatient Therapy Office
Brooker Lecture Hall
Jackson 2 lobby**



GAYLORD IN THE NEWS

13News Now:

[Former 13News Now anchor LaSalle Blanks showing that the comeback is greater than the setback](#)
Featuring patient LaSalle Blanks

NBC CT:

[Connecticut Sled Hockey Team Wins National Championship](#)
Featuring Gaylord Wolfpack Sledhockey Team

News 8:

[Connecticut's sled hockey team wins national championship](#)
Featuring Gaylord Wolfpack Sledhockey Team

The Day:

[Motorcyclist promotes helmet safety after crash](#)
Featuring patient Andrew Pisano

May		June	July	August	September
Better Speech & Hearing Month	Nurses' Week May 6 - 12	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
Stroke Awareness Month	National Hospital Week May 7 - 13	Gaylord Golf Classic June 19	Legacy Week		National IT Professionals Day September 19
Jeans for Charity May 5, 12, 19	CHAMP Awards & Innovation of the Year Award May 8	Gaylord Gauntlet 5k June 24	Employee of the Year Event July 13		National Spinal Cord Injury Awareness Month
Clinical Trials Day May 19	Committee Engagement Fair May 11				National Rehabilitation Awareness Week
	Scholarship Presentations May 12				Complex Rehab Technology Awareness Week



Jeans for Charity: Friday, May 5



The featured organization is

Spinal Cord Association

"The United Spinal Association has dedicated itself to building an inclusive world that

empowers people with spinal cord injuries and disorders (SCI/D) in reaching their full potential. Throughout its 75-year history, United Spinal has provided people with SCI/D valuable programs and services that maximize independence, enable successful community living, and offering new opportunities to become leaders, advocates, and innovators."

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.

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!

■ **April 1 - June 1**-Madison Little League

■ **April 1 - June 1**-Max Sinoway Little League (North Haven)

■ **April 1 - August 1**-Cheshire High School Baseball

■ **April 1 - June 1**-Yalesville Little League

■ **Beginning April 1**-Cheshire Soccer Club

● **May 10**-Meriden Senior Health Fair. Open to Meriden seniors only

● ■ **May 25**-Middlesex Chamber of Commerce Golf Tournament at Lyman Orchards. For more information, [click here](#).

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

● Community Events ■ Sponsorships

October	November	December	January 2024	February
National Physical Therapy Month	Jeans for Charity November 3, 17	Jeans for Charity December 1, 15, 29	Jeans for Charity	Jeans for Charity
National Case Management Week				
National Respiratory Care Week				
National Pharmacy Week				
Infection Prevention Week				
National Patient Account Management Week				
Healthcare Quality Week				



Meet Natalie

Featured Adaptive Athlete of the 2023 Gaylord Gauntlet!

In 2020, Natalie Matarazzo came to Gaylord Hospital after sustaining a spinal cord injury in a car accident.

Today Natalie, 19, wants you to know that she is much more than her injury ... she loves Starbucks and cake pops, her cat Penny, traveling the U.S. to see and meet her favorite bands (KISS and Def Leppard are tops!), and she can't wait to move to Las Vegas this summer!

Meet Natalie as she prepares for her next great adventure as the 2023 Featured Adaptive Athlete of the Gaylord Gauntlet!

Watch the video by scanning the QR code, or go to:

<https://www.youtube.com/watch?v=S5pvHC3H58E>



SAVINGS CODE

staff23
\$10 off



06 24 23

REGISTRATION NOW OPEN

www.gaylordgauntlet.org



Committee Engagement FAIR

Learn more about
Gaylord's committees

See last page for list of committees participating

Thursday, May 11

11:30 am - 1:30pm

2:30 pm - 5 pm

Brooker Lecture Hall

Refreshments and
Raffle Prizes!

Stop by for your chance to
win a 55" TV, iPad mini,
Gaylord Gear gift cards



3rd Annual
CHAMP Awards

Gaylord
Specialty Healthcare

Vote on the best performances in our
“Message in a Minute” videos...

- Best Actor
- Best Actress
- Best Supporting Actor
- Best Supporting Actress
- Best Drama
- Best Comedy

2023
CHAMP
AWARDS



Voting is open April 24 - May 5
Awards Ceremony:
Monday, May 8
Brooker Lecture Hall-Noon



Need to communicate to all staff in a snap?

If you would like a SnapComms screen saver created,
please email publicrelations@gaylord.org with your
information.

MAY

Service Awards

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

30 YEARS

Elizabeth Marquis
Care Management

20 YEARS

Pedro Guzman
EVS

Jillian Cacopardo
Outpatient Physical Therapy

15 YEARS

Mary Ann Lion
Traurig House

10 YEARS

Kathleen Shanahan
Nursing Services, Lyman II

Dr. Shin Lin
Physician Services

5 YEARS

Mariah Soto
Clinical Services

Tavia Bredwood
Nursing Services, Hooker I

Tanya Garcia
Nursing Services, Milne II

Employee Meeting

Q2

Missed the
meeting?
Click below to
watch the zoom
recording

CLICK HERE

OPEN HOUSE

Burgess Building





innovation OF THE Year Award

May 8 • 12pm
Brooker Lecture Hall



Multi-Cultural &
Multi-Religious

Sunday SERVICES

May 14, 2023, 2 pm

Inpatient Gym • Masks & Social Distancing Required

Mothering:

“Nothing is more tenacious than the life we are made of.”

- Octavia Butler

Q: How do you express mothering in your life?



Annual Hospital-Wide Compliance Education Expo

Visit the intranet homepage
FREQUENT LINKS
/ HEALTHSTREAM

Login to HealthStream to
complete the assignments.

April 1 - May 30



**Be Innovative.
Think Possible.**



**Share your
innovative
ideas with us.**

Scan the QR code or
email innovation@gaylord.org

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!



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

BLESSING OF YOUR **HANDS** | MAY 8, 2023

Blessing Schedule
Available at Each Unit



Gaylord
Specialty Healthcare

Milne Institute

JOIN GAYLORD RESEARCHERS TO CELEBRATE

INTERNATIONAL CLINICAL TRIALS DAY

*Come celebrate
International
Clinical Trials Day at
Gaylord with an
afternoon of
research and
discovery.*

**FRIDAY, MAY 19, 2023
12:00PM - 1:00PM
GAYLORD HOSPITAL**

More information on next page



- *Poster Displays*
- *Mix & Mingle*
- *Refreshments*



Clinical Trials Day

Friday, May 19, 2023

Submit the signatures of 3 research authors and be entered into a drawing to win a gift card!

You can meet the authors on Friday, May 19 from 12-1pm in the Luscomb Hallway. Authors of research papers, case studies and posters are all applicable. Written signatures or an email “signature” to you from an author of research studies, case reports or poster presentations all qualify. Authors can be from any Gaylord location and you may mix and match if you like.

Completed signature forms can be put in the labeled box on the refreshment table during the poster session on May 19 or emailed to: lcullen@gaylord.org



Gaylord
Specialty Healthcare

Milne Institute



Clinical Trials Day

Friday, May 19, 2023

Author Signature Form

1. _____

2. _____

3. _____

Your Name: _____

Department: _____

Completed signature forms can be put in the labeled box on the refreshment table during the poster session on May 19 or emailed to: lcullen@gaylord.org



Gaylord
Specialty Healthcare

Milne Institute

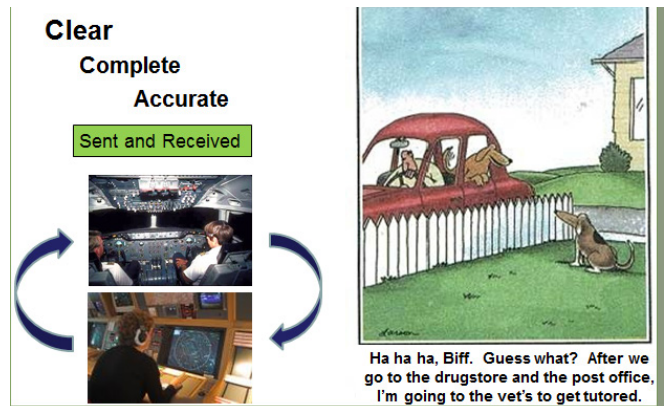
May Safety Habit:
**Communicate Clearly
using 3-Way Repeat Backs
and Read Backs**



Communicate Clearly

- ◆ What should we do?
 - Ensure that we hear things correctly and understand things accurately
- ◆ Why should we do this?
 - To prevent wrong assumptions and misunderstandings that could cause us to make wrong decisions
- ◆ Error Prevention Tools
 - 3-way Repeat-backs & Read-backs
 - Clarifying Questions
 - Phonetic & Numeric Clarifications

Closed-Loop Communications



3-Way Repeat Backs

When information is transferred...

- ▶▶ **Sender initiates** communication using Receiver's Name. Sender provides a request or information to Receiver in a clear and concise format.
- ◀◀ **Receiver acknowledges** receipt by repeat-back of the request or information
- ▶▶ **Sender acknowledges the accuracy** of the repeat-back by saying ***"That's correct!"*** If not correct, Sender repeats the communication.

3-Way Read Backs

The same as the Repeat Back, except
... **The Receiver writes down the information, then reads back what they have written.**



Don't rely on your memory...
Write it down whenever you receive critical information that may be difficult to remember.

This is so important that *The Joint Commission* requires this for communication of **all critical test results, verbal orders, and telephone orders.**

A Safety Phrase:
"Let me repeat that back..."

*Train our ears to listen
for "That's Correct!"-it's a
codeword for "we understand
each other"*



Questions about CHAMP?

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

CLEAN HANDS COUNT

FOR HEALTHCARE PROVIDERS

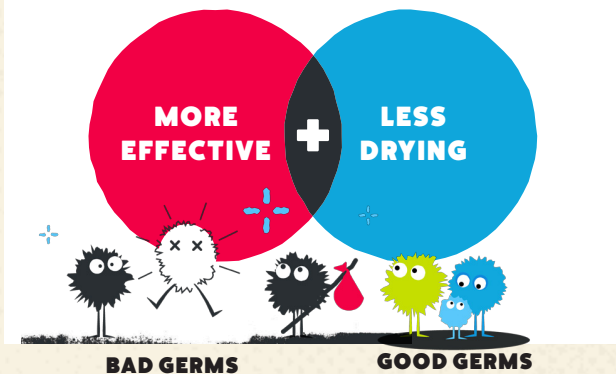
KNOW THE **TRUTH** TO PROTECT YOURSELF AND PROTECT YOUR PATIENTS

TRUTH:

Alcohol-based hand sanitizer is more effective and less drying than using soap and water.

THE NITTY GRITTY:

Compared to soap and water, alcohol-based hand sanitizers are better at reducing bacterial counts on hands and are effective against multidrug-resistant organisms (e.g., MRSA). Additionally, alcohol-based hand sanitizers cause less skin irritation than frequent use of soap and water.



TRUTH:

Using alcohol-based hand sanitizer does NOT cause antibiotic resistance.

THE NITTY GRITTY:

Alcohol-based hand sanitizers kill germs quickly and in a different way than antibiotics. There is no chance for the germs to adapt or develop resistance.

TRUTH:

Alcohol-based hand sanitizer does not kill *C. difficile*, but it is still the overall recommended method for hand hygiene practice.

THE NITTY GRITTY:

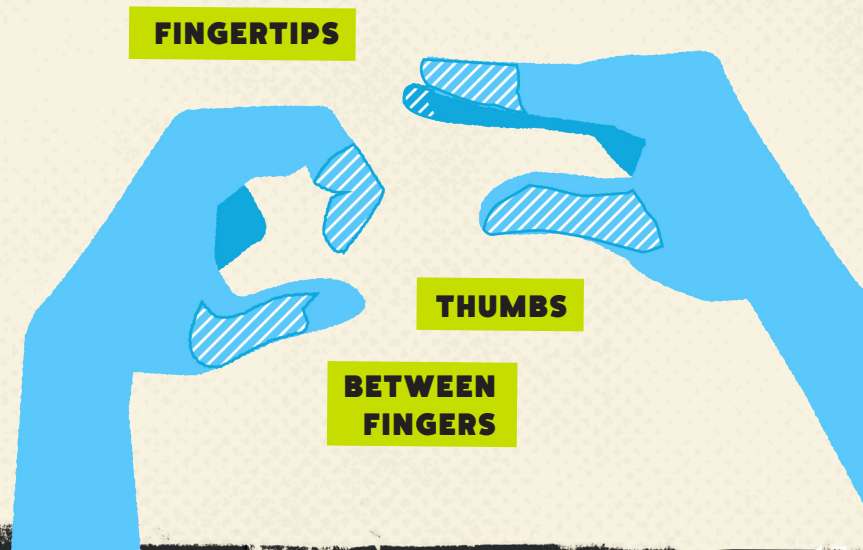
Always use gloves when caring for patients with *C. difficile*. In addition, when there is an outbreak of *C. difficile* in your facility, wash your hands with soap and water after removing your gloves.

TRUTH:

Some healthcare providers miss certain areas when cleaning their hands.

THE NITTY GRITTY:

Using alcohol-based hand sanitizer becomes a habit and sometimes healthcare providers miss certain areas:



AS OF MAY 1
Revamped Deli & Salad Bar

HEARTH + RYE
DELICATESSEN

SANDWICHES

\$8.00

SANDWICHES SERVED WITH CHOICE OF:

CHIPS +80 (+\$1.05) | FRUIT CUP (+\$1.25) 370 CAL

CALI BIRD

turkey, pepper jack, avocado, lettuce, tomato, red onion, chipotle mayo,
multi-grain | 550 CAL

CLASSY CLUB

turkey, ham, bacon, cheddar, swiss, lettuce, tomato, mayo, sourdough | 780 CAL

CHICKENWICH

grilled chicken, lettuce, tomato, onion, honey mustard, brioche | 450 CAL

BEST EVER TUNA SALAD

homemade tuna salad, lettuce, tomato, red onion, multi-grain | 520 CAL

OG BLT

bacon, lettuce, tomato, red onion, basil mayo, sourdough | 500 CAL

AL CAPRESE

sliced mozzarella, tomato, red onion, arugula, basil pesto, demi baguette | 700 CAL



CHICK CHICK

signature buffalo chicken salad, lettuce, tomato, red onion, multi-grain | 440 CAL

OK BAHN MI

ham, pickled onion, carrot, cucumber, jalapeño, cilantro, sriracha mayo,
baguette | 560 CAL

ULTIMATE CLUB

turkey, ham, bacon, cheddar, swiss, lettuce, tomato, roasted garlic mayo,
multi-grain | 740 CAL

VEGGIE BUNCH

roasted red pepper, avocado, lettuce, tomato, cilantro hummus, tomato,
baguette | 530 CAL

*Program extended through May



Loyalty Program

Buy 9, receive the 10th FREE!

must be 10 of the same item

coffee



soup

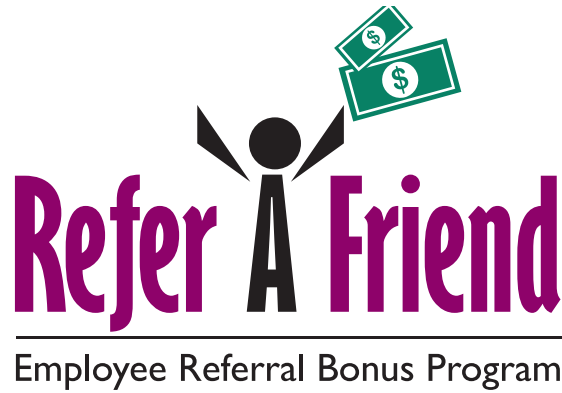


bowl special



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





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.**



What is Reiki?

It's just energy. It is universal lifeforce energy that flows through every living thing. It is Japanese and means Rei (Divine) Ki (Energy). We all have reiki, but people who are attuned can help to jumpstart the energy in others.

How can it help?

Reiki works on physical, mental, spiritual levels, and cannot harm.

- Physical: may decrease the perception of pain
- Mental: helps calm anxiety
- Spiritual: helps to provide a feeling of connection and serenity

How can I use reiki?

- For patients
- For myself, my family, and my friends
- To calm a tense situation
- For pets



For more information contact:

Lea Grimaldi, OIM Coordinator

B117 • X3332 • lgrimaldi@gaylord.org

Offered by The Office of Integrative Medicine



**Think Possible.
Think Gaylord.**

Thank you to our Donors



Gaylord
Specialty Healthcare

Committee

Engagement

F A I R

FEATURED COMMITTEES

Community Relations Committee

DEBI Committee

Employee Giving Committee

Employee Safety and Health

Falls Committee

Fun Committee

Go Green Committee

Nursing Shared Governance

Patient Experience Committee

Quality and Safety Committee

Regulatory Compliance

Research Committee

Safety Coaches

Sports Association

Wellness Committee

Workplace Violence Committee