



SIGNS


of the Times

Windham
Hospital



EMERGENCY →

Greer Entrance →

 These premises are
smoke and tobacco free

SIGNS of the Times

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In 2012, the signs were everywhere for Windham Hospital. New signs with the Hartford HealthCare brand went up all over the hospital campus. The signs are a symbol of Windham Hospital's affiliation with a world-class network of coordinated care.

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A Letter from Windham Hospital
President and CEO
Stephen W. Larcen, PhD

The Next Generation of Community Care

When we look back in years to come, 2012 will undoubtedly be seen as one of the milestone years in the history of Windham Hospital. That may seem like a bold statement. After all, this is a hospital rich in history and operated by a dedicated and experienced staff with deep roots in this community.

With this strong foundation of support, we have been able to embrace revolutionary changes in health care delivery that have made Windham Hospital a leader in community care. In 2012, we broadened and strengthened our affiliation with Hartford HealthCare, providing our patients with world class coordinated care right here in the community. With our new electronic medical records, we are better connected as a network and are able to provide this high level of care more efficiently and safely.

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continued

We continue to grow. In 2012, we built on our strong team of physicians. The hospital’s Cardiology Department now has three full-time, in-house physicians. We have also added top-notch physicians in OB/GYN, Oncology, Family Practice, and to our Hospitalist Program and Emergency Department.

In 2013, we will officially open the Windham Hospital Family Health Center. The \$10.3 million facility will house dozens of primary care physicians, oncologists, nurses and nurse practitioners, physical therapists and rehabilitators, laboratory workers, orthopaedic surgeons and general surgeons.

We couldn’t have made these strides without the continued generosity of the community. In 2012, individuals, businesses and community organizations contributed more than \$1.2 million to Windham Hospital. During the “Caring for the Community” event held at Eastern Connecticut State University in April, the Windham Hospital Foundation received more than \$300,000 in five-year pledge commitments. Also in 2012, the Ossen Family Foundation contributed \$125,000 to expand our Cancer Navigation Program to every cancer patient and fund the hospital’s annual Cancer Survivors Day for the next five years.

As you read though these pages, you will find that we are a hospital that takes great pride in our history and community support while we look to the future with great hope and excitement. We have a proven model of care in place and we are in a perfect position to provide our patients with the next generation of community care.

Sincerely,

Stephen W. Larcen, PhD
President and CEO



Increased Visibility



Signs of a Unified Brand

The Hartford HealthCare (HHC) logo is easily recognizable and what it represents is very clear: an exceptional, coordinated care experience and a single, high standard of service.

In late September, Windham Hospital began unveiling new interior and exterior signs adorned with the HHC logo throughout the hospital campus.

Over the next two to three years, the HHC brand will be even more visible as exterior signs at all affiliates (e.g., Hartford Hospital, Natchaug Hospital, Hospital of Central Connecticut, Windham Hospital, etc.) are updated to reflect the new look. The new signs make the hospital campus easier to navigate, show the clear connection between the hospital's inpatient and outpatient facilities and the promise of world class coordinated care.

"These new signs are a symbol of our affiliation with Hartford HealthCare and our commitment to excellence in providing collaborative and coordinated care for all of our patients," said **Steve Larcen, PhD**, President and CEO of Windham Hospital. ■■■



Workers began installing signage in late September. Above they lay out letters for the Shea Entrance sign.





Increased Visibility



Bringing Windham Hospital to a TV, Radio and Newspaper Near You

In 2012, Windham Hospital’s marketing team initiated media campaigns to promote the hospital’s Orthopaedic and Imaging Departments. All of these efforts were targeted specifically to give patients quick and easy access to information that can improve their health. The campaigns included TV, radio and print ads. Both departments were also featured on “Better Connecticut” on WFSB Channel 3. In addition, six physicians from different specialties taped segments for the hospital’s “Vital Signs” feature which focused on areas such as diabetes prevention and women’s health. The 90-second vignettes appeared on WFSB Channel 3 and can be seen on TV screens throughout the hospital. Windham Hospital physicians have also been featured in a monthly column in the Healthy Living Section of the *Norwich Bulletin* writing about topics such as cervical cancer screening and atrial fibrillation. All videos and advertisements can be found at www.windhamhospital.org and on the hospital’s YouTube channel. ▨

Top of page: **Fadi Al-Khayer, MD**, taping his segment for “Vital Signs” focusing on diabetes prevention.

Above, top: **Yvette Martas, MD** (r), and **Kathleen Zacherl, MD**, from Windham Hospital and Mansfield OB/GYN talk about women’s health issues on the Wayne Norman Show on WILI radio.

Above, bottom: WFSB Channel 3’s **Olessa Stepanova**, patient **Chris Proulx** and Oncology Program Manager **Kate Starkey** take a break during the taping of a “Better Connecticut” segment on the hospital’s Cancer Navigation Program.

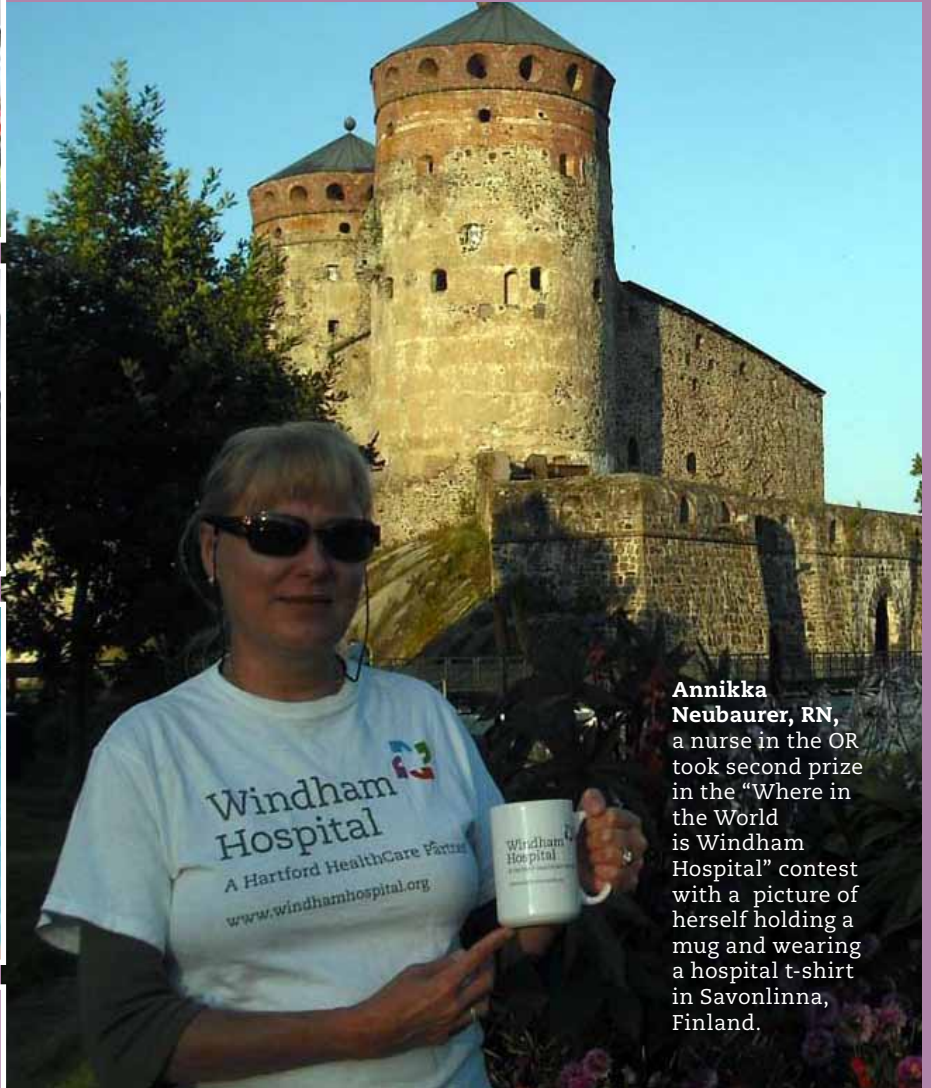


A Healthy Social Life

Thanks in part to contests with prizes ranging from tickets to see Toby Keith, Rascal Flatts and UConn Football, Windham Hospital has surpassed 700 “likes” on Facebook. In 2012, the hospital also started a YouTube channel for all of its video features and TV commercials. In addition, Windham Hospital is now live on Pinterest sharing information about the hospital, pictures, videos and healthy recipes. 🍴

Expanding social media presence on Facebook, YouTube and Pinterest extended the hospital’s reach and gave patients a stronger voice by allowing some of their questions and concerns to be addressed immediately.





Annikka Neubaauer, RN, a nurse in the OR took second prize in the “Where in the World is Windham Hospital” contest with a picture of herself holding a mug and wearing a hospital t-shirt in Savonlinna, Finland.

Around Town, Around the World: Windham Hospital is Everywhere!

Above, from top: **Paul Pedchenko** and **Doug Hull** from Windham Hospital Emergency Medical Services (EMS) with one of the hospital’s newly-branded emergency vehicles.

Communications Specialist **Steve Coates** and Senior Account Executive for Clear Channel Media and Entertainment **Mike Peruccio** promote the hospital’s Orthopaedic Department during the Susan B. Komen Race for the Cure Race in Hartford on June 2.

Hospital Food Service Production Manager **John Price** shows off his Windham Hospital pride during a vacation to Aruba.

Steve Scarangella, MD, **Angela Scarangella**, son **Paul Scarangella**, and mother-in-law **Emerald Fauci** helped promote Windham Hospital at the The Ten Penny Ale Shamrock Duathlon in Glastonbury on May 20. Angela was a participant in the event.

Thanks to the “Where in the World is the Windham Hospital T-shirt” contest, the hospital’s logo traveled more than 16,000 miles in the summer of 2012, visiting more than 10 states and five countries. Summer travelers snapped pictures of the hospital’s tees, hats or mugs, vying for prizes in “distance travelled” and “most original” categories. ▨



The Next Generation of Community Care

Windham Hospital is the next generation of community care, offering the convenience of top physicians and services right here in the community — along with easy access to the latest technology and procedures available through the Hartford HealthCare network.

Hypothermia Protocol: Crucial Life-Saving Tool

Windham Hospital has become one of the first hospitals in the state to begin using hypothermia protocol for heart attack patients. The process includes injecting chilled saline into the patient to bring their core temperature to between 90-92°F. The patient is then transported via critical care specialists to Hartford Hospital for specialty care in the cardiac ICU. The patient is kept cool through a special intravenous catheter and heavily sedated for 48 hours. The process protects the brain from harm while the patient is in transition and during recovery. “Because the process is protecting brain function, it can help ensure that the patient leads a productive life after recovering from a heart attack,” says **Greg Shangold, MD**, Medical Director of the Windham Hospital Emergency Department. The hospital has been utilizing the procedure for over a year, performing it on more than 20 patients. ▨

A Friend in the Fight Against Cancer

Windham Hospital, through a major gift from the Jeffrey P. Ossen Family Foundation (see story page 24), expanded its Cancer Patient Navigator Program in 2012 helping even more patients and their families on the journey to fight and survive the disease. The program supports patients through every step from diagnosis, to treatment and recovery. Benefits of the Cancer Navigator Program include:

- **Access to health services and information**
- **Improves health care experience**
- **Fewer delayed or missed appointments**
- **Timely delivery of early detection and treatment**

For more information, or to arrange for support services contact us at 860.456.6896 or visit www.windhamhospital.org.

A Leader in Women's Health

The Breast Care Center at Windham Hospital provides comprehensive, state-of-the-art, and compassionate breast care for patients in Northeast Connecticut. In December 2011, the Center added to its accolades and accomplishments a prestigious recognition by the National Accreditation Program for Breast Centers (NAPBC). The NAPBC awards accreditation only to those centers that voluntarily undergo a rigorous review of their performance and agree to comply with the standards established by the Program.

A breast center that achieves NAPBC accreditation has demonstrated a firm commitment to offer its patients every significant advantage in their battle against breast disease. More than 200,000 women in the United States are diagnosed with breast disease each year, and Connecticut has one of the highest rates of breast cancer in the country. Receiving care at a NAPBC accredited center ensures that these patients have access to:

- **Comprehensive care, including a full range of state-of-the-art services**
- **Quality breast care close to home**
- **Information about ongoing clinical trials and new treatment options**
- **A multidisciplinary team approach to coordinate the best treatment options, with physicians and nurses who have specialized training in cancer care** ▨



The Center for Women's Health

7A Ledgebrook Drive,
Mansfield Center
(behind Eastbrook Mall)
Phone 860.456.7237

**Women's Health Center Hebron –
Coming in 2013**

The Next Generation of Community Care



Use of MRI technology has given physicians a powerful tool to stage tumors and treat prostate cancer.

Revolutionary Technology Unveiled to Detect and Stage Prostate Cancer

Less Invasive MRI-Guided Procedure Leads to Timely Treatment

In 2012, Windham Hospital became one of the first community hospitals in Connecticut to utilize a cutting-edge MRI-guided technology that greatly enhances the detection and treatment of prostate cancer.

This high tech imaging (DynaCAD) and biopsy (DynaTRIM) program is the most comprehensive and least invasive way to analyze and quickly stage prostate tumors.

DynaTRIM enables physicians to conduct targeted MRI interventions of suspicious areas within the prostate gland. DynaCAD is a powerful, easy-to-navigate, digital imaging software system that allows physicians to perform comprehensive analyses of prostate MRI studies.

“We have gone beyond taking pictures,” said **Steve Lee, MD**, Chief of Radiology at Windham

Hospital. “With this technology, we are able to obtain functional as well as anatomical information.” said Lee.

“We have gone beyond taking pictures. With this technology, we are able to obtain functional as well as anatomical information.”

Steve Lee, MD, Chief of Radiology at Windham Hospital

The technique is much less invasive than the common trans-rectal ultrasound method. Images are captured simply by placing a flexible coil on the patient. After a patient has undergone a prostate MRI, physicians quickly process and manage large volumes of images.

Other than skin cancer, prostate cancer has become the most common form of cancer in American men, and the second-leading cause of cancer death in this population. According to the American Cancer Society®, one in six men will be diagnosed with prostate cancer in their lifetimes. ■

Life-Saving Care with Lightning Speed



Bill Muskett

In just 87 minutes, the victim of a heart attack was saved thanks to the world-class coordinated care provided by Windham Hospital and its affiliation with Hartford HealthCare.

In this case, in the summer of 2012, Windham Hospital paramedics arrived at the scene, remotely transmitted the patient's EKG to the supervising emergency physician at Windham Hospital who confirmed the heart attack and coordinated the next steps with Hartford Hospital. LIFE STAR met the patient at Windham Hospital and transported the patient with a seven minute flight time to the catheterization lab at Hartford Hospital. All of this in just 87 minutes!

"Some hospitals have a hard time doing it that fast in-house," says **Bill Muskett**, Emergency Medical Services Manager at Windham Hospital. "It's a well-oiled machine." ❧

Breakthrough for Sinus Disease Sufferers



Stephen Rouse, MD

Windham Hospital is one of the first hospitals in Eastern Connecticut to utilize a revolutionary procedure that can reverse the effects of chronic sinus disease and other sinus conditions.

Balloon Sinuplasty, done using general or local anesthesia, is a minimally invasive outpatient procedure in which doctors examine the natural drainage area of the sinuses using an endoscope. Then, using a sinus balloon system, the blocked sinus is gently dilated restoring normal sinus drainage and function.

In the past, procedures to relieve similar sinus conditions included the cutting or removal of tissue and entailed, in some cases, more than a week of pain medication. Pain and recovering time are minimal with Balloon Sinuplasty.

"After this procedure, patients can be back to work in two to three days," says Windham Hospital Ear, Nose and Throat Specialist **Stephen Rouse, MD**.

While some procedures to relieve chronic sinus disease and other sinus-related ailments still require incisions and the removal of tissue, Balloon Sinuplasty is recommended in carefully selected patients as a less painful and invasive alternative. With this method of early intervention, normal function can be restored before more serious damage is done.

"There is extensive research that shows that avoiding the removal of tissue is beneficial to the long term health of the sinuses," says Dr. Rouse. ❧

Family Health Center Physicians to Include:

W. Jeffrey Baker, MD
(Hematology/Oncology),
Oncology Associates

Clinical Lab Partners

Mark Dailey, MD
(Hematology/Oncology),
Oncology Associates

James Doran, MD
(Family Practice)

Timothy Hong, MD
(Hematology/Oncology),
Oncology Associates

Jeffrey M. Kamradt, MD
(Hematology/Oncology),
Oncology Associates

Pragna Kapadia, DO
(Hematology/Oncology),
Oncology Associates

Michael Kilgannon, MD
(Primary Care),
Hartford Medical Group

Leszek Kolodziejczak, MD
(General Surgery),
Hartford Specialists

Tatiana Kovtoun, MD
(General Surgery),
Hartford Specialists

Vincent MacAndrew, MD
(Orthopaedic Surgery),
Connecticut Orthopaedic and
Hand Surgery Center

Walter McPhee, MD
(Internal Medicine)

Robert O'Connor, MD
(Orthopaedic Surgery),
The SPORTS Centre, LLC

Herbert Ridyard, MD
(General Surgery),
Hartford Specialists

Stephen Scarangella, MD
(Orthopaedic Surgery),
Connecticut Orthopaedic and
Hand Surgery Center

Francis Siracusa, MD
(General Surgery),
Hartford Specialists

Windham Hospital Rehabilitation Network

Pictured at right: Hospital President and CEO **Steve Larcen, PhD**, State Senate President **Donald Williams**, and Hartford HealthCare President and CEO **Elliot Joseph** make their mark during the Wall Signing Ceremony for the new Windham Hospital Family Health Center in August. The new facility will open in 2013.

The Next Generation of Community Care



The Windham Hospital Family Health Center under construction

World-Class Care Right Here in the Community

State Senate President **Donald E. Williams, Jr.** (D-Brooklyn); **Elliot Joseph**, President and CEO of Hartford HealthCare; and **Steve Larcen, PhD**, President and CEO of Windham Hospital were joined by local officials, hospital staff and community members on August 14, 2012 for a “Wall Signing Ceremony” to celebrate construction of the Windham Hospital Family Health Center (formerly referred to as the new Medical Office Building).


Participants signed their name and a message on an interior wall of the building letting future generations know of their part in the planning, construction, funding and operation of this historic project. Construction of the 30,000 square-foot facility, slated for completion in the spring of 2013, is well underway. The \$10.3 million facility, funded in large part by \$8.3 million dollars in state bond money, will house dozens of primary care physicians, medical oncologists, physical therapists and rehabilitators, laboratory workers, orthopedic surgeons and general surgeons.



Photo: Courtesy of The Willimantic Chronicle

“This new facility, including the services it will provide, represents our commitment to expanding community access to high-quality health care close to home,” said Joseph. “The Windham Hospital Family Health Center will provide a strong anchor for ambulatory care in eastern Connecticut and will help improve coordination of care with primary and specialty care located right here with easy access to Windham Hospital.”

Girls Just Wanna' Have Fun!

Windham Hospital welcomed WFSB Channel 3 Eyewitness News reporter and television personality **Jill Konopka** to its GO RED FOR WOMEN celebration on Friday evening, February 3. Jill served as an emcee for the event and joined the panel of judges for the "Red Foods Cook-Off." Women from around the region enjoyed massage, music, mini-facials and manicures, food and wine, in a special "girl's night out." The event raised \$1,000 more than the 2011 event, and attendance more than doubled! **Lynne McPhee, Pat McGill, and Lisa Pearce** were proclaimed winners of the Cook-Off. Proceeds from the February 3, 2012 event were donated to the American Heart Association, and also provided new equipment for the Cardiac Rehab Program at Windham Hospital. 

Left: WFSB Channel 3's **Jill Konopka** hosted the GO RED FOR WOMEN event in February as women enjoyed a night of pampering to raise money for the American Heart Association and the hospital's Cardiac Rehab program. Below: Moments from the evening's festivities.



Caring for the
Community

Caring for the Community



Junior Volunteer **Elizabeth Hong** spent her summer days entertaining guests in the hospital's Atrium each Tuesday and Thursday during lunchtime. Elizabeth was one of a great group of junior volunteers – 39 students who assisted hospital staff members this summer.

Volunteers: More Than 21,000 Hours of Service

In 2012, the volunteer team at Windham Hospital included 183 adults, 122 students from the University of Connecticut and Eastern Connecticut State University and 39 junior (high school students) volunteers. Together they contributed 21,004 hours of service valued at \$583,281.

Throughout the year, several new volunteer positions were created, including patient liaisons in our Ambulatory Care Unit, greeters at the Hatch Wing Information Desk and Materials Management. All our volunteers provide assistance and support to our patients, their families and our staff. Volunteers can be seen helping in all areas of the Hospital contributing to our success.

In June 2012, many of our volunteers participated in our annual “Great Escape” to the historical town of Quincy, Massachusetts. A tour of the John Adams and John Quincy Adams homes was followed by lunch and then a visit to the United First Parish Church Quincy which is known as the “Church of Presidents.” A guided tour of the Crypts of the Presidents John Adams and John Quincy Adams who were instrumental in the construction of the Church in 1827 was enjoyed by our volunteers.

Our volunteer program consists of caring individuals who donate their time and talents on a daily basis. They continue to be an invaluable asset to Windham Hospital and our community. If you are interested in volunteering, please contact **Rebecca Putnam**, Manager, Volunteer Services at 860.456.6700. 🌈

Right: Volunteers **Claudette Logasse**, **Barbara Hineline** and **Angela Bowen** take the Wellness on Wheels cart from Integrative Health to patient rooms, offering books, music and health information.



In 2012, approximately

180 meals were delivered each weekday to 90 participants

Below: **Stanley Rosenstein** loading meals for another route. Right: Driver **Joe Resicot** getting ready to hit the road.



Caring for the Community



Home-Based Meals a Vital Service

As a community hospital, Windham provides much more than clinical services to the residents in our 19-town service area. We also address a wide range of community health needs. Our role is not just to heal, but to also provide people in the communities we serve with the tools they need to make better health decisions and stay well. This is why we offer free community health education classes, outpatient services for the medically underserved, and a host of other programs.


In 2012 alone, community benefits accounted for approximately 17,000 hours of service to our communities and the hospital provided more than \$1.6 million* in charity care and helped more than 14,000 individuals.

One such program is Windham Hospital's Meals to the Home (MTTH). The program, operated in partnership with VNA East, began as a senior outreach in 1997 and continues to expand throughout Northeastern Connecticut. Through snow, sleet and freezing rain, 52 weeks a year, MTTH does not miss a delivery. In 2012, approximately 180 meals, prepared by Windham Hospital Food Services, were delivered each week day to 90 participants. Each participant can receive up to 14 meals per week and a care package for the weekend is delivered on Fridays.



Not only does the MTTH program provide nutritional meals, it often provides the only face-to-face interaction an elderly person may have on a daily or weekly basis. Windham Hospital staff members who deliver meals to homebound older persons become very familiar with their personal habits and know if something is out of sorts.

The success of all the Windham Hospital Community Benefit programs isn't just measured in dollars or numbers served, but by real changes people experience in their day-to-day lives.

Our Community Benefit Programs employ our financial, technical, and clinical knowledge and resources and enable our patients to realize their aspirations for total health — the health of the mind, body, and spirit. 

* unaudited

Spreading a Message of Good Health

Windham Hospital took the message of health and preventive care on the road in 2012 participating in several health fairs and festivals. Hospital staff and physicians spread the word on topics such as women's health, diabetes treatment and prevention, obesity and CPR training at events in Mansfield, Hebron, the University of Connecticut and Eastern Connecticut State University. ■■



Windham Hospital's Emergency Medical Services staff give several CPR and safety demonstrations at local events and health fairs each year.

Hope to Leukemia Patients

Windham Hospital teamed up with Hartford HealthCare and The National Marrow Donor Program for a very successful "Be the Match Bone Marrow Drive" helping to give hope to patients with leukemia and other life-threatening diseases.

Seventy percent of patients awaiting a bone marrow transplant don't have a donor in their family. The "Be the Match" program is a national registry, which has helped thousands of patients receive the transplants they need for more than 20 years.

More than 20 people participated in the Windham Hospital Drive on April 4, 2012. ■■



Bountiful Bowls

Area potters donated their work to Windham Hospital's Bountiful Bowls event held on March 20, 2012. The beautiful handcrafted bowls were filled with soup or salad provided by the Auxiliary to Windham Hospital Coffee Shop and were sold for \$10 each. Proceeds from the project provided "scholarships" for patients to receive Reiki or massage services at the Hospital. ■■




The Bountiful Bowls event featured **Gary Smith** playing the crystal bowls.

Windham Hospital Gets a Full-Time Chaplain

Windham Hospital now has a full-time chaplain! **Mary C. Horan, M. Div.**, was ordained in late 2011 as a minister in the First Congregational Church in Lebanon and now serves Windham Hospital as full time Director of Pastoral and Spiritual Care. She explains, “In the Congregational Church, one cannot be ordained until ‘called’ by a specific congregation. My calling came from Windham Hospital, and the staff here has supported me throughout this amazing process.” In fact, the hospital and the church cosponsored the ordination and several staff members—who commented on how deeply moving the event was—attended Mary’s ordination ceremony.

Mary completed a Master of Divinity program at Andover Newton Theological School in Boston in 2009, and followed that with a year-long residency at Hartford Hospital (a chaplaincy training program that is one of the oldest in the US). “It’s such a privilege to serve as a chaplain in a hospital. People can choose to go to a church or temple, but it is in the hospital where they directly confront life-altering decisions, and I am honored to serve in these deeply personal moments,” she says. ▨

Improving the Patient Experience



Following the ordination ceremony, **Louie Haddad** congratulated **Mary Horan**.



Kellianne Walker from Environmental Services always has a smile and a helping hand for patients and their families.

Patient Satisfaction: We Stop Because We Care

Windham Hospital is always striving to improve patient satisfaction. It's the hospital's belief that every staff member should be involved in enhancing the patient experience. In 2012, the hospital launched the "We Stop Because We Care" campaign making patient satisfaction a true team effort. Under the initiative, the hospital has established "No Pass Zones" for all employees. That means employees should never walk by an opportunity to demonstrate kindness and compassion. Areas of emphasis in improving the patient experience include:

- The answering of patient call-lights by non-clinical staff when clinical staff isn't unavailable
- Picking up trash and reporting spills
- Giving directions, answering questions and helping patient and their families find their way around the hospital



Vanderman Award Winners, left to right: **Aime Gamache, Josh Slater, Chris Bibeau, Ted Yuschalk, Ed Bussiere, Tom Russo,** and project team leader **Steve Johnson.**



Vanderman Award Winners Design Hospital Emergency Rescue Plan

Each department at Windham Hospital is working together—using their areas of expertise—to improve patient satisfaction. In honor of the commitment made by the Vanderman Family who donated the land upon which Windham Hospital was built, Windham Hospital has created the Vanderman Awards for project teams working on ways to improve the hospital and its ability to serve the community. The work group from Plant Operations and Maintenance won first place in 2011 for developing an emergency evacuation confined space rescue system to meet federal standards. Other staff projects included improving the process for change-of-shift nursing reports and creating an exam ordering guide in diagnostic imaging.



Hospital Lab: Quick and Accurate Results

In 2011, a workgroup from the hospital's lab worked to initiate changes designed to enhance coordination of care and improve the patient experience. The group focused on creating a safer, more efficient workspace, improving communication with physicians while building upon staff strengths.

Improvements include:

- Eliminated redundancies and unnecessary steps: more computer/less paper documentation
- Initiated auto-faxing of lab reports, providing same-day lab results to nursing homes and out-of-town physicians
- Worked to grow and improve the relationship with Clinical Lab Partners while maintaining quality of care and quick turn-around times for outpatient and referral lab work
- Streamlined work processes by reconfiguring cabinets, discarding outdated files and equipment, and updating department filing system
- Trained second and third shift technologists to read and report positive blood culture gram stains as soon as they turn positive rather than waiting until first shift the following day

Lab technicians like **Sharon Hinline** (below) have been able to provide more timely patient results thanks to the efforts to improve the patient experience in 2012.





Vladimir Rivera, the hospital’s full-time valet, parks cars and gives patients and their families assistance Monday-Friday from 6am-3pm.

Hospital Launches Valet Parking Service

Windham Hospital is now offering a free valet parking service at the hospital’s atrium entrance. Hospital visitors simply pull into the Shea Circle, where a uniformed attendant greets them, assists them to the door if needed, and then parks the car for them—making their visit to the hospital just a little easier.

The service was implemented in response to feedback received from patients and visitors about the need for more convenient parking.

Announcing the new service, **Cary Trantalis, RN, MSN**, Vice President of Operations for Windham Hospital, says the valet parking is part of the hospital’s commitment to excellence and extraordinary service to patients from the moment they enter the hospital’s doors. “The hilly nature of our campus is sometimes difficult for people to navigate whether they are walking with a cane or crutches, in a wheelchair, feeling the effects of treatment, or simply pushing a baby stroller—the hillside and staircases can be challenging. Cold weather or construction further complicate the situation.”

This service offers convenient curbside access to the hospital. The pilot program—staffed by Valet Park of America—offers valet service at the atrium/Shea entrance, with the potential for additional entrance coverage in the future.

Trantalis says the service is a direct result of the H3W program—a staff-driven quality improvement process that involves the entire staff in enhancing hospital services to patients. 🌈

A Record Year of Support: More Than \$1.2 Million Raised

Foundation, Auxiliary and Golf Classic Raise Funds that Benefit Hospital and Community

Pictured at right: Generous donor **Eileen Woodward** (left) with **Carol Williams, PhD**, Chair of the Board of Trustees. Above (inset): Foundation Trustee and Planned Giving Council member **Janet Jones** and husband **George Jones**.

The Windham Hospital Foundation continues to bring awareness of the hospital's need for public support from the community and to cultivate financial support for the hospital so the health care needs of the community can be met. Support continues to grow. In 2012, a record \$1.2 million dollars in donations was received from individuals, corporations and local organizations. During the Caring for Our Community breakfast event held in April, more than \$300,000 in five-year individual commitments were secured.

The Foundation consists of three staff members who are advised by a volunteer Board of Trustees and two sub-committees of the Trustees, the Planned Giving Council and the Business Advisory Council. More than 30 Foundation volunteers assist in raising funds, inform the community of the

needs of the hospital and build relationships with donors and community members. The Auxiliary to Windham Hospital, which was formed in 1933 and the Golf Classic, which began in 1995, have also contributed hundreds of thousands of dollars to purchase equipment, build new facilities and add to the many outstanding services provided at Windham Hospital.

The loyal donor relationships developed by the Foundation ensure that Windham Hospital will be here for generations to come. Through annual giving programs, major gifts and planned giving initiatives, a culture of philanthropy is growing at Windham Hospital. More information about the Auxiliary and Golf Classic can be found on pages 22 and 24. A listing of donors may be found at www.windhamhospital.org/Foundation.



Record-Breaking
Fundraising



Fundraising Auxiliary

The Auxiliary to Windham Hospital continues to be an integral partner with the hospital. In 2012 many successful fundraising events were held, upholding a tradition started in 1933.



Pictured (from left): **Karen Siracusa**, Physician of the Year **Francis Siracusa, MD**, with Gala Chair **Kathy Grunigen**.

The Annual Autumn Gala, **“Moonglow,”** was held on November 12, 2011 at the Marriott Hartford Downtown at Adriaen’s Landing. The event honored **Soroptimist International of Willimantic** as Philanthropists of the Year, **Francis Siracusa, MD**, as Physician of the year, and **Carol Palonen, RN**, as Caregiver of the Year.



“Spirits on Stonemill”



Anne L. Card Memorial Scholarship

“Spirits on Stonemill” was held at the home of **Michael and Ilze Taylor** on a June evening, just as a beautiful rainbow made its arch above the lush landscape. While guests listened to the piano music of **Keith Chasin** (of the Jorgensen Talented Students Program), they enjoyed gourmet noshes, prepared by the Auxiliary’s Epicurean Caterers and a gourmet coffee bar donated by Omar Coffee of Newington. Proceeds from the event will benefit a new Oncology Outpatient Suite at Windham Hospital.

In June 2012, Auxiliary President **Debra Leavens** and **Richard Card**, son of the Late **Anne L. Card**, presented two scholarships of \$1,000 each to two local graduating high school seniors, **Katherine Brierley** and **Eli Curry**, who will pursue careers in health care. The **Anne L. Card Memorial Scholarship** fund was established in her memory as a tribute to her more than 50 years of service to the Auxiliary and Hospital.

In addition to special events, proceeds from the **Auxiliary Coffee and Gift Shops** are donated to the hospital for the purchase of special equipment and other items which benefit the patients and staff.

In September 2012, the Auxiliary presented their annual donation of \$124,500. ▨

“Acknowledging people important to us is a fabulous feeling. The fund Michael and I set up lets everybody feel good about doing both: you’re proudly and publicly acknowledging someone important to you while offering a gift of support to someone else in our community who really needs it.”

-Gina Barreca

Co-founder of “Gina’s Friends”



“Gina’s Friends” co-founder **Gina Barreca** addresses the audience at an event.



Gina’s Friends Raises \$110,000 for Women’s Health

Gina’s Friends, a fund to help women obtain life-saving diagnostic tests or services when they fall through the cracks of state and federal health care programs, has raised more than \$110,000 since it was established in 2010 through a major gift from **Gina Barreca** and her husband, **Michael Meyer**, in honor of their mothers.

Ms. Barreca explained that the idea of “friendship” is at the heart of the fund: “It’s the give-and-take of friendships that keep them strong, isn’t it?” she said. “Acknowledging people important to us is a fabulous feeling. The fund Michael and I set up lets everybody feel good about doing both: you’re proudly and publicly acknowledging someone important to you while offering a gift of support to someone else in our community who really needs it.”

Gina Barreca is a professor of English and Feminist Theory at the University of Connecticut. She has written or edited more than twenty books and has appeared on dozens of radio and television programs including “Oprah,” “20/20,” “48 Hours” and “The Today Show.”

More than 200 women have been helped by Gina’s Friends since its inception. ▨



Pictured, left to right:
Michael Dion, RN, PhD, Windham Hospital Vice President, Patient Care Services; **Robyn McCullough**, Board Member, Jeffrey P. Ossen Family Foundation; **Eileen Ossen**, Executive Director, Jeffrey P. Ossen Family Foundation; **Stephen W. Larcen, PhD**, Windham Hospital President and CEO; **Carol J. Williams, PhD**, Chair, Windham Hospital Foundation; **Kate Starkey**, Oncology Program Manager, Windham Hospital.

Ossen Family Foundation Gives Major Boost to Cancer Programs

The Jeffrey P. Ossen Family Foundation's generosity continues to help cancer patients and their families. In 2011, The Foundation awarded \$100,000 to establish a Cancer Navigation Program at Windham Hospital and an additional \$25,000 to continue funding Windham Hospital's annual Cancer Survivors Day program for the next five years.

The Cancer Navigation Program will enable the hospital's Cancer Coordinator to provide patient navigation for all cancer patients. Personalized, coordinated care is a goal of the entire Hartford HealthCare System and this program will make that a reality at Windham Hospital. Patient navigation is critical to the comprehensive provision of care at a difficult time for people who have been diagnosed with cancer.

The Cancer Survivors Day program has been sponsored by the Ossen Family since its inception in 2005. The Celebration includes a wide variety of activities that honor cancer survivors. This event is part of Windham Hospital's ongoing education and advocacy on behalf of cancer survivors.

The Foundation is named after Jeffrey P. Ossen, who lost his battle with cancer in September 2007. Ossen was known for his philanthropy, providing the largest gift to Windham Hospital's \$8.5 million Emergency Department expansion project that now bears his name. He also supported local school enrichment programs and national organizations.

The Jeffrey P. Ossen Family Foundation is a private family foundation established in Connecticut by **Jeffrey P. Ossen** to continue the family tradition of commitment to enhancing the quality of life of the Windham community through grants to qualified charitable organizations. ▨

Fundraising Golf Tournament



Pictured at left: **Sally Kneisel** and **Kristin Gildersleeve, MD**, take a break during the 17th Annual Windham Hospital Golf Classic. Kneisel made a hole-in-one to win a brand new car from Gates Nissan GMC Buick in North Windham.

Below (top): **Liz Visone, APRN**, goes pink for the 17th Annual Windham Hospital Golf Classic. **Lynn Ekblom, RN**, looks on.

Below (bottom): Event Co-Chair **Bruce Foss** and **Mark Vasington** get ready to tee off.

Hole-in-One Caps 17th Annual Windham Golf Classic



A golfer with a hole-in-one that won her a brand new car highlighted the 17th Annual Windham Hospital Golf Classic held on Wednesday, June 20, 2012.

Sally Kneisel of Vernon made a hole-in-one on the par-three 7th hole at The University Club of Connecticut in North Windham. The shot, from about 170 yards, earned Sally a new car courtesy of Gates Nissan GMC Buick in North Windham and a golf vacation package from Fairmont Resorts sponsored by TSI Harley in Ellington. Sally was very excited about her winnings in addition to making her first ever hole-in-one.



This year's Golf Classic raised over \$40,000. Proceeds from the Golf Classic help to support the Windham Hospital Emergency and Outpatient Services Departments. The Committee remains committed to fulfilling its million-dollar pledge to the hospital and this latest donation leaves a balance under \$98,000 to be raised by future tournaments.

The Golf Classic was organized by **Bruce Foss**, Co-Chair and **Joe Pernaselli**, Co-Chair and their committee consisting of **Carol Bielenda**, **Patti Bostic**, **Robert Bogue**, **Bruce Johnson**, **Hugh LeMasurier**, **Michael Pallein**, **Mark Paquette**, **James Stearns** and **Frank Vasington**. ▨

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A Letter from Windham Hospital
Chief of Staff Charles Shooks, MD

Two Years of

Amazing Growth

My two-year term as Chief of Staff is coming to an end, and I feel like it just started.

My tenure has come during a time of great change and progress at Windham Hospital, and also during a time of change and adjustment in the delivery of health care.



I have been fortunate to work with dedicated physicians and staff who have helped facilitate our affiliation with Hartford HealthCare and our continued goal of providing world-class coordinated care in this ever-evolving world of patient care.

I am particularly proud of our ability to build on the hospital's proven and talented medical staff.

Under the leadership of **Mark Fisherkeller, MD**, Windham Cardiology added two superior cardiologists—**Randy Panetta, MD**, and **Steve Goldblatt, MD**—to bring the team to full strength. Our Orthopaedic Department continued to grow with the addition of **Rob O'Connor, MD**, in 2011. Mansfield OB/GYN added two new physicians, **Kathleen Zacherl, MD** and **Eugene Rozenshteyn, MD**. In addition, the hospital welcomed **Cristiana Stanescu, MD**, the first Windham-based rheumatologist, family practice physician **Cristina Ortega, MD**, and oncologist **Jeffrey Kamradt, MD**.

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continued

We've also been able to build on some of our established strengths. Our award-winning Emergency Department, led by **Greg Shangold, MD**, continues to be a model for others across the state, adding **Stanley "Jay" Stutz, MD** and **Thomas Gilmore, MD**, in 2012. Under Interim Medical Director **Kismat Detroja, MD**, our Hospitalist Program continues to thrive. **Julian Muñoz, MD**, joined that team in 2012.

Now we look to the future. In 2013, we will open the Windham Hospital Family Health Center. This two-story 30,000 square-foot facility will offer primary and specialty care for patients right here on the Windham Hospital campus, greatly enhancing our ability to provide local, coordinated care.

It's an exciting time for Windham Hospital. Thank you to all who have supported our growth over my tenure. I look forward to seeing the results.

Sincerely,

Charles Shooks, MD

Physicians Who Joined Windham Hospital in 2012



Thomas Gilmore, MD



Steve Goldblatt, MD



Jeffrey Kamradt, MD



Julian Muñoz, MD



Randy Panetta, MD



Stanley "Jay" Stutz, MD



Kathleen Zacherl, MD



Eugene Rozenshteyn, MD



Cristina Ortega, MD



Windham Hospital Statement of Operations (unaudited)

Year Ending
September 30, 2012

	2012	2011
Revenue		
Inpatient	\$ 68,939,980	\$ 72,222,518
Outpatient	141,210,109	127,160,607
Total Revenue	210,150,089	199,383,125
Less:		
Allowances	116,283,387	110,493,786
Charity Care	3,706,321	3,033,891
Net Patient Service Revenue	90,160,381	85,855,448
Provision for Bad Debts	3,122,185	3,021,253
Net Patient Service Revenue less provision for Bad Debts	87,038,196	82,834,195
Add:		
Other Operating Revenue	5,761,698	3,044,239
Total Operating Revenue	92,799,894	85,878,434
Expenses		
Salaries & Benefits	58,243,771	57,430,735
Medical Supplies, Drugs & Other Expenses	29,611,513	25,693,364
Depreciation	4,147,105	4,545,850
Interest	1,325,543	1,476,666
Total Expenses	93,327,932	89,146,615
Loss from Operations before loss on early extinguishment of debt	(528,038)	(3,268,181)
Loss on early extinguishment of debt	- - -	(471,621)
Loss from Operations	(528,038)	(3,739,802)
Non-Operating Income	(185,298)	(323,008)
Excess of Revenue Over Expenses	(713,336)	(4,062,810)

Windham Hospital Statistics

Year Ending
September 30, 2012

	2012	2011
<i>Inpatient Discharges</i>	4,567	4,736
<i>Inpatient Days</i>	18,750	20,013
<i>Average Length of Stay</i>	4.1	4.2
<i>Outpatient Surgical Procedures</i>	5,220	5,200
<i>Emergency Department Visits</i>	36,958	34,221
<i>Imaging Studies and Radiology Treatments</i>	64,072	59,789
<i>Respiratory/ Pulmonary Tests and Procedures</i>	24,548	26,117
<i>Cardiac Tests</i>	14,713	14,263
<i>Sleep Studies</i>	742	791
<i>Births</i>	407	394



Dear Dr. Larcen,

I just wanted to let you know that I recently spent an unexpected four days at Windham Hospital and my care by your hospital's staff was excellent. I wanted to share directly with you the very positive nature of a difficult experience for me. It makes me proud to have a hospital with this caliber of qualified and caring staff in our area.

John McGrath

Dear Windham Hospital:

Windham Hospital itself is an outstanding hospital. In 2005, doctors saved my life in the ER when I had a perforated bowel. Last week I came in with heart problems. Again, the doctors were great and made all the right decisions as far as tests to find my problem. But the thing that kept me smiling was all of the nurses. Their job keeps them running but they always had time to help and to just stay longer when I felt lonely. No matter how I was feeling there was always someone to listen, let me know I wasn't alone and got me through the long day. I cannot thank them enough.

Nancy K. Bouchard

Grateful for

Great Care

Windham Hospital



A Hartford HealthCare Partner

The Next Generation of Community Care

Mission

To be nationally respected for excellence in patient care
and most trusted for personalized coordinated care.

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For questions regarding this publication, or for additional copies, please contact Heather Tindall, Senior Executive Marketing and Community Partnerships, Windham Hospital, 860.456.6942 or htindall@wcmh.org.