

March 2013

HealthLink

A NEWSLETTER FOR THE STAFF, VISITORS AND GUESTS OF WINDHAM HOSPITAL



Windham Hospital Emergency Department Tops in the State in Patient Satisfaction

Windham Hospital's Emergency Department ranks in the 99th percentile for satisfaction according to a patient survey by Press Ganey, a national health care performance improvement organization. In the survey, the Windham Hospital Emergency Department (ED) outperformed the mean score for all other emergency departments in the state by 9.4 percent.

Press Ganey is contracted by Windham Hospital to independently and objectively complete patient satisfaction surveys that are mailed to patients randomly.

In the latest survey conducted from October 1 through December 31, 2012, Windham Hospital ED patients were asked to rate their experience in areas such as wait times, courtesy and skill of doctors and nurses, efficiency of lab personnel and the handling of their personal and medical information by hospital staff.

Patient's comments about their treatment in the Emergency Department included:

- **"I Love your staff. Nurses and doctors are the best professionally and very caring."**

- **"Was treated by staff as if they were treating their own family member."**
- **"Nurses spoke to me like another human being, not a number or a product, was a very nice surprise."**

Press Ganey regularly surveys patients to assess their satisfaction with services received, and reports findings quarterly for 23 separate Connecticut emergency departments.



"We are very proud but not at all surprised by this recognition for the talented staff of our Emergency Department," said **Stephen W. Larcen**, PhD, President and CEO of Windham Hospital. "To hear anecdotal information about individual community members and the excellent care they're receiving is particularly rewarding."

The Jeffrey P. Ossen Emergency Center at Windham Hospital is a spacious, state-of-the-art facility staffed with a team of physicians and nurses specifically trained in providing fast, expert emergency care. The center has achieved an outstanding record of delivering timely care to its patients. ED wait times are now under 30 minutes 85 percent of the time.

Renovated and expanded in 2006, the Windham Hospital Emergency Department sees more than 36,000 patients annually.



Food & Nutrition Services Promote Awareness, Easy-Access Information

Each month, the staff members of Windham Hospital brainstorm ideas that will improve patient service and satisfaction. The Food and Nutrition Work Group has completed an impressive array of projects, including the creation of some patient education materials now available to patients both as “hard copies” and on the hospital’s website. Among their goals: to create a greater awareness of the importance of good nutrition, and to provide better access to information for both patients and staff. This work group has:

Pictured Below: Food and Nutrition Team Members (left to right) **Karen Barbone, Beth Hoadley, Suzanne Gerety-Ferreira, Angela Frankland, and Lynne McPhee.**



- Created COPD Nutritional Guidelines for both weight gain and weight loss
- Created an icon on the hospital’s internet page with nutrition information
- Created a pediatric nutrition risk assessment protocol at the hospital
- Begun to offer continuous glucose monitoring to diabetes patients
- Created “Weight Assessment” and “Bringing Food from Home” materials to be included in patient admission folders
- Celebrated World Diabetes Day with a community health fair to help create greater awareness of diabetes
- Worked with Windham Middle School in a grant-funded Nutrition & Activity Program to help students understand the importance of good nutrition and physical activity 🌱



Local Medicare Advocate Judith Stein Appointed to Bipartisan Long-Term Care Commission

Judith Stein, founder and executive director of the Center for Medicare Advocacy in Willimantic, and married to **Kenneth Dardick, MD**, has been tapped to join the federal Bipartisan Long-Term Care Commission. Created earlier this year as part of the American Tax Relief Act, the commission is responsible for developing a plan for a comprehensive set of long-term care services for seniors and people with disabilities.

Focused on legal representation of the elderly since beginning her legal career in 1975, Attorney Stein was the Co-Director of Legal Assistance to Medicare Patients (LAMP), where she managed the first Medicare advocacy program in the country. She has extensive experience in developing and administering Medicare advocacy projects, representing Medicare beneficiaries, producing educational materials, teaching and consulting. She has been lead or co-counsel in numerous federal class action and individual cases challenging improper Medicare policies and denials.

“I cannot think of a single person better equipped than Judy Stein to serve on this commission as it addresses the issues facing seniors and our aging Baby Boomer population,” said Congressman **Joe Courtney** (D-Second District). “Over the past 25 years, Judy has transformed the Center for Medicare Advocacy from a local voice into a national leader on Medicare and Medicaid policy. I am extremely pleased that her years of experience and expertise will be put to good use as the commission tackles big challenges ahead.” 🌱



Hazmat Drill conducted at Hospital

Emergency Department staff members recently participated in a special hazardous materials (“hazmat”) drill at the Hospital. Designed to give members a chance to don the gear and review protocols, the drill simulates a hazmat emergency. Such emergencies can be localized spills of a hazardous substance, or more wide-spread contamination. 🌱

Members of the Emergency Department staff participate in Hazmat Training.

In the News

On March 1, News 8-WTNH aired a feature about new technology being used at Windham Hospital. The piece focused on the hospital’s use of laparoscopic surgery for numerous gynecological procedures and the hospital’s use of the latest MRI technology to detect and stage prostate tumors. **Drs. Rob Gildersleeve** and **Steve Lee** were interviewed for the segment which is now available on the hospital’s YouTube Channel. 🌱

*Jocelyn Maminta from News 8 speaks with hospital Chief of Radiology **Steve Lee, MD**, during an interview for a feature about the hospital’s Prostate MRI technology.*



In celebration of National Doctors’ Day

Many members of the medical staff attended a special reception, hosted by Windham Hospital at the Altnaveigh Inn on March 21. The celebration—one of hundreds of such events nation-wide—honors physicians everywhere, and cites their dedication and excellence in providing high-quality care to patients and their families. Happy Doctors’ Day 2013 Windham! 🌱



Pictured clockwise from top left:

Veronica Helgans, MD, and Marilyn Kritzman, MD

Nadia Nashid, MD, and Rosemary Maduka, MD

Michael Dion, RN, PhD; Kim Donald; Orland Donald, MD; Sara Shangold, and Gregory Shangold, MD



Auxiliary Scholarships available

The Auxiliary to Windham Hospital is seeking applications from area high school seniors for the Anne L. Card Memorial Scholarship. The scholarship, named in honor of the late **Anne L. Card** who was a 50-plus year member of the Auxiliary and a dedicated volunteer at the hospital, awards two \$1,000 scholarships to students planning to enter a full-time course of study in medical related fields.

To be eligible, students must reside in one of the following towns served by the hospital: Andover, Ashford, Brooklyn, Canterbury, Chaplin, Colchester, Columbia, Coventry, Eastford, Franklin, Hampton, Hebron, Lebanon, Mansfield, Scotland, Sprague, Tolland, Willington, or Windham/Willimantic.

Scholarship applications can be found at www.windhamhospital.org or through a high school guidance counselor. Applications, letters of recommendations and transcripts must be received by May 20, 2013. 🌈

*Pictured: Auxiliary President **Debra Leavens**, 2012 scholarships recipients **Katherine Brierley** and **Eli Curry**, and **Richard Card**, son of the Late Anne L. Card.*



**Anne L. Card
Memorial
Scholarships**
offered by the
**Auxiliary to
Windham Hospital**



Bountiful Bowls Returns

Integrative Health Services member and cardiac rehab nurse **Jane Diaz**, has a passion for pottery. She also recognizes the value that alternative therapies can have on a person's ability to heal, based on her personal experience. That is why she has – for several years – been a key partner in the Windham Hospital Bountiful Bowls Project.



Jane Diaz

Each year, Jane, and some of her fellow area potters have donated beautiful hand-crafted bowls to the event, and the Auxiliary to Windham Hospital Coffee Shop provides soup or salad to fill the bowls. Bountiful Bowls takes place in the Hospital Atrium on Wednesday, April 3 from 11 AM to 2 PM.

The pottery bowls are available for \$10 each, and there will be plenty of soup. Proceeds from the project will provide “scholarships” for patients to receive Reiki or massage services at the Hospital. During the event, chair massages and other Integrative Health Services will be showcased, and members of the Integrative Health Services team will be available to answer questions. For more information about the Bountiful Bowls Project, contact **Mary Horan** at 860 456 6766. 🌈

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Managing Editor: Heather Tindall
Editor: Sharyn Mathews

Submit Items for HealthLink to: smathews@wcmh.org

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