



A CALLING TO SERVE
NURSES CELEBRATED ON SPECIAL DAY
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GATHERING OF REMEMBRANCE
ICU HOLDS MEMORIAL SERVICE
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MAY/JUNE 2010



update

THE NEWSLETTER FOR **WATERBURY HOSPITAL EMPLOYEES** & NETWORK AFFILIATES



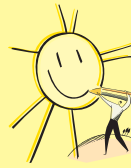
Brenda Nichols
Senior Clinical Informatics Analyst, Information Services



David Dugan
Building Services Porter, Building Services



Kendra Damon-Smith, RN
Critical Care



GOLDEN ATTITUDE AWARDS

Pure Gold

2010 Golden Attitude Award Winners Embody Professionalism and Excellence



Edward Lucas
Staff Pharmacist, Pharmacy



Rana Lokites
Film File Clerk, Diagnostic Radiology



Lydia Capuano
Department Assistant, Behavioral Services/ Geropsychiatry

A lot of emotions were on display at the 2010 Golden Attitude Award ceremony, which took place May 6 in the Bizzozero Conference Room in recognition of Waterbury Hospital employees **Lydia Capuano; Kendra Damon-Smith, RN; David Dugan; Rana Lokites; Edward Lucas; and Brenda Nichols**. The six were honored for their professionalism, positive attitude, service excellence and dependability over the previous year.

Some of the winners fought back tears as they received their award in front of an enthusiastic crowd of fellow employees, family and friends. Others took advantage of the occasion to provoke a hearty laugh. Still others felt humbled at being honored with an award that is handed out every year by their peers. Above all, everyone in the room felt glad at the opportunity to recognize employees who routinely uphold the highest standards for employee conduct.

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Left to right: WFSB Channel 3 TV personality **Scot Haney**, Waterbury Hospital Chief Operating Officer **Mary Prybylo, RN** and WFSB Channel 3 TV personality **Teresa LaBarbera**

19TH ANNUAL



tgif

"Thank God I'm Female"
WOMEN'S WELLNESS FORUM

The Best TGIF Yet

Annual Women's Forum Raises more than \$22,500 to Support Hospital's Mission

Waterbury Hospital has been hosting the TGIF (Thank God I'm Female) women's wellness forum for 19 years, and the 2010 event was the most successful yet. On a sunny spring afternoon on April 30, almost 500 women from across the Greater Waterbury Region showed up at the Villa Rosa (Ponte Club) in Waterbury to mingle with friends and colleagues, and to attend an informative session on women's heart health.

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Employee Commended for Turning In Lost Money

A Waterbury Hospital support associate has been commended by her supervisors and fellow employees for turning in an envelope full of cash that she found while cleaning a patient's room.

Irene Welsh (pictured above), a single mother of three children who has worked at the hospital for eight years, found the envelope on a patient night table in a room on the Family Birthing Center floor on May 15. After noticing that it contained several hundred dollars in cash, Welsh promptly brought the envelope to the nursing station.

"It would have been very easy to keep that money, and no one would have known," said Welsh's supervisor, **Michael Stokes** of the Building Services Department. "But Irene never thought about it. She just did the right thing out of instinct."

Welsh said she hopes the patient who left the money in the room will eventually contact the hospital to claim it.

"I know I would want someone to do the right thing if I left money somewhere," she said. 🐾

"These employees set a good example and make the work experience more enjoyable for everyone," said **Kathy Mulston**, Vice President of Human Relations, who handed out the awards to each of the recipients during the ceremony. Hospital President and CEO **John H. Tobin** also praised the winners for their exemplary professionalism and positive attitude on the job.

"Waterbury Hospital has a reputation for being a good place to work, and a lot of that is because of people like you," he told the winners.

The ceremony had its share of laughter, too, as emcee **Tom Missett**, the hospital's Chief Fund Development Officer, used a slide show to

highlight each of the recipient's many strengths while also reciting humorous limericks in their honor.

Even one of the winners, Ed Lucas, got into the act, embracing the hospital president in an elaborate hug after receiving his award, drawing smiles and laughter from Tobin and the rest of the audience.

Lucas is employed in the Pharmacy Department, while Capuano works in Behavioral Services/Geropsychiatry; Damon-Smith works in Critical Care; Dugan works in Building Services; Lokites works in Diagnostic Radiology; and Nichols works in Information Services. 🐾



TOP: A group of TGIF organizing committee members and volunteers gather at the Villa Rosa (Ponte Club) for this year's event

ABOVE LEFT: Waterbury Hospital employees **Cindy Perron**, **Susan Cordeau**, BSRN, **Barbara Allvin**, **Virginia Potrepka**, RN, and **Helen Goewey**

ABOVE RIGHT: **Liz Longmore**, RN, Director of Emergency Services; **Sandi Iadarola**, RN, Administrative Director of Med/Surge and Critical Care; and **Sue Manzolino**, RN, Assistant Director of Pomeroy 5.

TGIF

Continued from page 1

The 2010 TGIF event raised more than \$22,500 to support the Critical Care Unit at Waterbury Hospital – more than twice the amount raised at last year's event. Besides sharing camaraderie with their friends, women also shopped at several dozen vendor's booths set up throughout the banquet hall, and took part in raffles that featured numerous attractive prizes.

Television personalities **Scot Haney** and **Teresa LaBarbera** from WFSB Channel 3 posed for pictures with many of the attendees. The keynote addresses on heart health were delivered by Waterbury Hospital-affiliated cardiac interventionists **Kevin Kett, MD** and **Stephen Widman, MD**.

"We were extremely pleased with the response we received to this year's program," said **Thomas Missett**, the hospital's Chief Development Officer. "This event is a lot of fun. Our thanks to all who participated." 🐾



NURSES DAY 2010

A Calling to Serve and Save Lives



A message from
Mary Prybylo, RN,
Chief Operating Officer,
Waterbury Hospital

ABOVE, FROM LEFT:
Emergency Department nurses **Lucy Porter, RN,** and **Glenna Miller, RN,** attend the Nurses Day ceremony on May 13.

Some of the Nurses Day organizers and participants included, from left: **Rachel Meehan, RN,** Director of Critical Care; **Mary Prybylo, RN,** COO of Waterbury Hospital; **Janet Richardson, RN,** Assistant Nursing Director of the Emergency Department; **Christine Rocco-Strachan, RN,** Chief Clinical Instructor of the Emergency Department; **Joanne Borduas, RN,** Administrative Director of Outpatient Services, **Barbara LaFreniere, RN;** keynote speaker **Linda Honan Pellico, RN, MSN;** **Sandi Iadarola, RN,** Administrative Director of Med/Surge and Critical Care; **Helen Goewey,** Executive Assistant; and **Carol Ann Wetmore, RN,** Administrative Director of Patient Throughput.

Janet Richardson, RN, prepares to serve cake to nurses attending the Nurses Day ceremony.

Waterbury Hospital's annual Nurses Day is an event that celebrates the profession of nursing and the nurses who carry out many roles in the organization such as: staff nurses, managers, clinicians and educators. It is a time to recognize the patient care team which is made up of many members. This is also a time for each nurse to reconnect with why they went into the nursing profession and for them to recognize the work of others.

The planning committee worked hard this year to create an event that would be meaningful and reflects the nursing heritage. As we have in the past, the committee supports the strong tradition of giving back to the community. To that end, the committee chose to support the Waterbury Health Access Program (WHAP), which is supported through grants and which helps patients, some of whom are employed at our hospital. Voluntary donations were requested from nurses to assist four families in the program. The outpouring from the staff was great and the families were very appreciative. Three of the families recently sent thank-you notes to the nursing staff that were very touching. The planning committee also donated their time and money to supply wonderful refreshments and arrangements that were made available throughout the day and night of the Nurses Day celebration on May 13.

We were pleased to have **Dr. Linda Honan Pellico, MSN, RN,** a leader in the nursing field, as the ceremony's keynote speaker. Her message was to remember why we became nurses in the first place. "Where else but in nursing can you witness miracles taking place every day?," Dr. Pellico asked an audience full of enthusiastic nurses in the Bizzozero Conference Room. Dr. Pellico focused on the work of Florence Nightingale and how she continues to inspire nurses today.

Pellico's fiery message urged nurses to look beyond the obstacles that sometimes make their work dispiriting and focus on the unique power of their profession. She said nurses will always be the backbone of the hospital.

"You deal with hope," she said. "Rekindle your passion for your profession. It's time to write your own story." She went on to share many stories written by nurses about their experiences, and they were very moving. She challenged the audience to start writing and sharing their own stories. Finally, she promised to come back next year to read our stories and hear about the noble work that we do at Waterbury Hospital. We all look forward to hearing those stories. 🙌



Ready to Enjoy the Upgrade

Waterbury Hospital employees, from left, **Lee Centinaro, Libera Testa** and **Charles Hardison** stand in front of a new Infinger dish machine the hospital recently purchased to replace an outdated dish and utensil-cleaning machine in the hospital cafeteria. **Mary Prybylo, RN,** the hospital's Chief Operating Officer, said the new machine was purchased after employees such as Centinaro, Testa and Hardison spent years struggling to keep the former machine, which was prone to frequent breakdowns, up and running. "We are very appreciative of the efforts that these employees made to keep the old machine functioning," Prybylo said. "We hope this new machine will make their jobs a little easier." 🙌



Rachel Meehan, RN, Director of Critical Care Services at Waterbury Hospital, hands a yellow rose to a woman who recently lost a loved one in the Intensive Care Unit during April's Gathering of Remembrance service.


ICU Holds Memorial Service to Remember Those Who Were Lost

In what is expected to become an annual event, the Waterbury Hospital Intensive Care Unit (ICU) held a Gathering of Remembrance service in April to honor those who passed away in the ICU over the last year.

The memorial gathering in the hospital's Bizzozero Conference Room took place on April 11 and was attended by over a dozen people who lost loved ones in the ICU. Many of the people who attended recalled spending weeks and months in the ICU by the bedside of their loved ones. In the process, they became close to the ICU staff of nurses and physicians and other caregivers who provided treatment.

"I'm glad they did this. It's nice that we can come together and pay our respects," said **Carol Phelan** of Naugatuck, who lost a loved one in the ICU several months ago. She said she continues to struggle with her loss, but was grateful to the ICU staff for providing compassionate care to her loved one.

Similar sentiments were expressed not only by those who attended the service, but by other family members who wrote letters praising the ICU staff for their expert care and compassion.

The gathering featured opening remarks by **Anthony Cusano, MD**, Chief of the Department of Medicine at Waterbury Hospital. Other ICU staff members, including **Jo-anne Cosgriff, MD, MPH**, the hospital's Director of Critical Care, and the **Rev. Richard Bollea**, the hospital's Pastoral Care Coordinator, also spoke to the gathering of family members. The names of all those who have passed in the ICU in recent months were then read aloud to the sound of an accompanying trumpet as family members were given yellow roses. 

UPDATE

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MANAGING EDITOR: HEATHER TINDALL
ASSISTANT EDITOR: MATT BURGARD
CONTRIBUTOR: CARYN LIEBERMAN

SUBMIT ITEMS FOR UPDATE TO: mbugard@wtbyhosp.org



ON THE MOVE



Joanne Borduas, RN, MSN, MBA/HCM, has been named as the new Administrative Director of Outpatient Services for Waterbury Hospital. Borduas, who has worked at the hospital for 13 years, had previously been Director of Outpatient Services. She now is responsible for overseeing numerous departments and services at the hospital, including radiology, the laboratory, cardiology, cardiac rehab, outpatient testing, EEG, outpatient medical therapies, GI, the Sleep Lab and the Waterbury Health Access Project.



Fred Leffingwell has been named the new Assistant Director of Facility Engineering and Operations. Leffingwell previously worked for the past 21 years as Director of Facilities for Lawrence & Memorial Hospital in New London. In his new role, Leffingwell will primarily be responsible for the day-to-day operations of the Plant Engineering Department and facility technicians.



Hospital Launches New Performance Improvement Effort

Waterbury Hospital has embarked on an ambitious new effort to provide better services for patients by improving efficiency and streamlining costs. The program, called Clinical Quality Value Analysis (CQVA), looks at Quality Improvement and cost reduction initiatives for clinical and physician preference products, services and technologies. The goal of the program is to address the question of how the hospital can improve quality and patient outcomes while keeping costs in check. The effort began in March and will continue over the next several months.

The CQVA team aims to create an environment that will support the appropriate acquisition and consolidation of supplies, materials and services in order to provide the highest quality care for patients.

The program aims to save the hospital as much as \$3 million in expenses, which could reduce the need for further cuts in operating costs in the year ahead. The teams are Specialty Products Team, chaired by **Rosemarie Murphy RN**; the Clinical Products Team, chaired by **Mary Bochicchio, RN**; and the Ad-Hoc Team, chaired by **Liz Longmore, RN**. If you have ideas or suggestions, do not hesitate to send them to a chairperson or your manager. 