



On Call

Greenwich Hospital Family Newsletter

Marian Nowak Award goes to Jim Duffy



Jim Duffy, RPh, received the prestigious Marian Nowak Award for embodying the best of Greenwich Hospital's values at the annual Employee Service Awards Dinner.

A 36-year veteran of GH, Duffy began his career as a pharmacy intern and today serves as pharmacy operations manager. It's the first time in the award's 28-year history that the honor has

gone to a pharmacy employee. That's the same department Nowak called home.

"He seems to thrive on the most complex questions and proffers a resolution or explanation in a simple, logical and relaxed manner – all with a smile on his face. It's evident that Jim enjoys the job in which he excels," said Norman Roth, GH president and CEO.

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May Quality Award Winner Paul Juergens – Materials Control

Paul has been an enormous help to the Patient and Guest Relations Department, which works on projects that involve multiple deliveries. Paul handles these deliveries of large and heavy boxes in a timely and efficient manner, and always with a smile, a sense of humor and a positive attitude. I can always count on Paul. A few months ago, we received a donation of items for the Kindness Cart from a grateful patient. This large shipment consisting of three pallets of boxes was challenging because of our limited storage space. Yet Paul worked hard to ensure this donation was safe in a secure area. In the last few months, Paul has found himself without an assistant, yet he continues doing a great job with timely deliveries. Even after an injury, he was back the next day to ensure timely deliveries. He always goes above and beyond. He recognizes the importance of every package that will ultimately impact a patient. He is a part of the process that allows us to make a positive difference for patients. Thank you, Paul, for making a wonderful difference to the Greenwich Hospital family!

Congratulate Paul on Facebook at www.Facebook.com/greenwichhospital.

Next Quality Award: Wednesday, June 7, at 2 pm in the Noble.



"Great Catch" recognized

While performing an echocardiogram on a patient from the Emergency Department, **Meyer Steinhardt**, a diagnostic sonographer in Cardiology, observed a life-threatening condition called an aortic dissection. An aortic dissection is considered a surgical emergency and is often fatal. This condition

occurs when the inner layer of the blood vessel – in this case the aorta, the body's largest blood vessel – begins to tear, allowing blood to surge through the tear, causing the inner and middle layers of the aorta to separate. If this blood-filled channel continues to fill and expand, it will rupture through the vessel wall. Steinhardt immediately sounded the alarm, notifying cardiologists John Setaro, MD and Christopher Howes, MD. Within hours, the patient was urgently transferred to Yale New Haven Hospital for life-saving surgical repair.

Greenwich Hospital Celebrates Nurses Week

Marie Trovato, RN, MSICU was honored with the **Helen Meehan Award for Excellence in Nursing**, as part of the hospital's annual Ceremony for Excellence in Nursing to mark national Nurses Week.

In addition to caring for our sickest patients, Trovato was commended for being a mentor to new nurses and an educator known for encouraging nurses to continue growing in their profession. The Helen Meehan Award is given each year to a nurse who demonstrates excellence in nursing practice, teaching and leadership.

Jaclyn Licare, RN, was the recipient of GH's first **DAISY Award**, which recognizes extraordinary nurses who make a difference in the lives of the people they care for every day. Licare was nominated for the award by [REDACTED] who credits the nurse for helping her overcome a medical crisis during her pregnancy to give birth to a healthy baby girl, [REDACTED]. See page 5 for more information about the DAISY Award.

Known for her "great energy" and teaching skills, cardiologist **Sasanka Jayasuriya, MD**, received the **Physician Partner in Care Award**. **Eric Huang, PharmD**, a clinical pharmacist, received the **Partner in Care Award** for exceeding standards of excellence for patient safety and quality.

Other events included the "Blessing of the Hands" on nursing units, free Healing Touch sessions and guided imagery sessions.

Anna Cerra, DNP, RN, chief nursing officer and VP of patient care services, congratulated the nominees. "Your contributions to the health and wellbeing of our patients are paramount."



Helen Meehan Award recipient Marie Trovato, RN, with Norm Roth, GH president and CEO.



Sasanka Jayasuriya, MD, Physician Partner in Care Award winner, with Spike Lipschutz, MD, chief medical officer and senior vice president of Medical Services.



[REDACTED] and her daughter, [REDACTED] were on hand to celebrate with Jaclyn Licare, RN, recipient of the hospital's first DAISY AWARD.



Partner in Care Award winner Eric Huang, PharmD with Marc Kosak, senior vice president of Administration.



Congratulating Jaclyn Licare, RN (center) during the festivities in Labor & Delivery with nursing leaders Brenda Misuraca, Pat Basiano, Jeanne VanSciver and Anna Cerra.



Nurses on the Surgical unit gathered for the Blessing of the Hands, a tradition practiced by hospitals around the world.

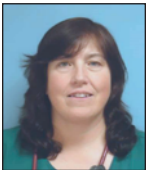
MAY QUALITY AWARD NOMINEES

Every month, the Quality Award team receives nominations that offer an insider's view of qualities that make Greenwich Hospital staff exceptional. Congratulations to May's winner, Paul Juergens, Materials Control, whose story appears on page 1.



Taneisha Brown-Neil – Food Services

I would like to nominate Taneisha who works at the cafeteria grill and sandwich lines. Taneisha always smiles, keeps the line moving efficiently, is unflappable, and is an excellent cook! She goes out of her way to make sure everyone gets exactly the meal they want – made to specification. In short, Taneisha makes my day better, especially when I'm busy working clinically and have limited time to grab a bite. I'm sure there is much more I could say about Taneisha but, in short, I want everyone to know that she is really outstanding. I'm happy to see her whenever I arrive in the Nutmeg Grill. Thank you!



Sheila Finn, RN – Surgery

I wanted to acknowledge Sheila Finn. I was in the cafeteria and heard Sheila ask, "Can I help you with that?" I turned to see Sheila had offered to take a tray to the trash for an older man walking with a cane. It was great to see that even though she also had her hands full, she took the time to stop and offer the visitor help. Just this small act shows that Sheila is observant and compassionate – two qualities she represents so well. It is so wonderful to see these small acts of kindness every day at Greenwich Hospital. Congratulations and thank you, Sheila!



Stacey Green – Volunteer Services

I would like to nominate Stacey Green for the tireless work she did coordinating the fleece jacket gift program for employees. Stacey took on the monumental task of working with the vendor to design, set up an ordering process, receive and distribute over 1,800 fleece jackets in recognition of Greenwich Hospital achieving Magnet status. She was patient, highly organized and totally in control of the entire process. With help from our outstanding volunteer staff and Auxiliary leadership, the program was met with tremendous appreciation. Stacey even took the initiative to pre-deliver as many jackets to departments as possible to ensure timely delivery. Thank you, Stacey, for your willingness to go the extra mile and for your dedication to our organization.



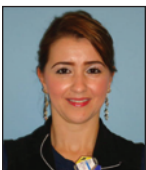
Alison Kemerer, RN – Medicine

As a recent patient at Greenwich Hospital, my positive experience and lasting impression will forever be shaped by my interactions with Alison Kemerer. While under Alison's care, she treated me with good humor, enthusiasm and positivity. While my improved condition upon discharge is the most important measure, Alison's care and devotion is what will stay with me. After checking out, I found myself without an important prescription. Assuming I'd lost it and while trying to replace it, Alison called to tell me she found the prescription in my room. I was without a car, but Alison drove to my hotel to deliver the medicine. Her devotion to my health and well-being is a great testimony to Greenwich Hospital, as it is a wonderful reflection of your ability to identify and retain excellent talent. Thank you for having Alison on your staff. She makes the difference between "care" and "excellent care."



Caroline Stella, MD – Perinatology

My husband and I welcomed the arrival of our first child a few weeks ago in Greenwich Hospital. Looking back on this joyful journey of my first pregnancy, I am especially appreciative of the expertise and care by Dr. Stella and could not have wished for a better outcome. Back in early November, a complication was discovered during a mid-pregnancy checkup. Dr. Stella recommended we track the growth of the baby closely to ensure no issues. During these routine check-ups, Dr. Stella addressed my pregnancy-related questions and concerns professionally and convincingly. Instead of curt remarks on each measurement results, the detailed explanation from Dr. Stella and team made us feel very informed. We were treated with respect, honesty and warmth, for which we will be always grateful. We had the best outcome I could wish for – the delivery process went very well and now we have a healthy and happy baby in our arms. We feel lucky to have Dr. Stella be part of our first baby pregnancy. Thanks again for all the help we received from the perinatology group at Greenwich Hospital during the past few months!



Maira Restrepo – Radiology, Long Ridge Medical Center

Suborna Tania – Radiology, Long Ridge Medical Center

I am a Greenwich Hospital employee and my mother recently had a brain MRI at the Long Ridge Medical Center. MRIs can be scary. But my mother suffers from anxiety and was absolutely petrified to lie flat on her back. She was up half the night telling me the room would spin if she was flat on her back. She didn't think she could do it. But two angels were working that day in MRI – Suborna Tania and Maira Restrepo.

Suborna took my mom by the hand, looked her in the eye and said, "I'm with you the whole time, and I promise I won't let anything happen to you." They took her into the MRI room, and with one technologist on each side, they held her hands tightly for 30 minutes as she slowly laid her head back inch by inch onto the MRI table. Each minute was painstaking, but they did not give up. A few times she wanted to stop, but they said, "We will stay here with you as long as it takes." Finally my mom was flat on her back, yet they still stayed with her and talked to her as she clutched their hands. They told her how amazing she did and said, "I knew you could do it. Way to go." During the exam, they spoke to my mom through the microphone saying, "You are doing great, and I'm so proud of you," even adding, "Do you

MAY QUALITY AWARD NOMINEES

want to come back later for another?" The patience, kindness and compassion they showed my mother was beyond description. I watched my mother go from a panicked state to a calm and comfortable place because of these two exceptional women. You can't train people to do that. They are born with that gift. To witness an aging parent being treated with such care and love is all a child could ask for. I am positive my mother made it through the exam because of them. Luckily, the results were fine. She has not stopped talking about Maira and Suborna, saying she has never experienced such compassion. Rest assured, my mother and I will never forget this experience. I am so proud to call them my colleagues. Congratulations!

Wilma Lopez – Central Scheduling *(picture unavailable)*

A patient was checking in for physical therapy and asked if I was Wilma. I told her Wilma was a scheduler who sits in another area. She wanted to meet her, so I said I would introduce her once she was finished. Forty-five minutes later, the patient came back, still determined to see Wilma. When Wilma arrived, the patient had tears in her eyes. She was emotional and said, "You made this process so easy and it's usually very hard. You pulled it all together for me. You helped me so much and practically saved my life. I can't thank you enough." Wilma was so grateful. Each one of us has the ability to make a huge difference in someone's life and Wilma did just that! Kudos!

Jenny Vieira, RN – Labor & Delivery *(picture unavailable)*

During my stay at Labor & Delivery, Jenny was my night shift nurse. I remember the first time she walked into my room. I had visitors and she was very professional, strict and firm. I said to myself, "I don't think I will like this nurse." Little did I know, she was going to be the shoulder I would cry on when I felt broken. The first thing Jenny would do when she arrived at 7 pm was say "hello" and bring two pitchers of water. She knew I hated water, but she explained how much water helped my baby. Every day, she spent time with me. On Christmas Eve, I was sad because it was my first Christmas without my family. Jenny walked in at midnight to give me a Christmas hug and presents. That hug meant so much to me. I remember one night I was very quiet when she came in. Right away Jenny knew something was wrong. She was right. I was sad. But one more time, Jenny hugged me and knew what to say to make me feel better. Each time I think of everything Jenny did for me, I become emotional. She did everything with such love and patience. I want to thank her for every hug, for every word of wisdom and even for every pitcher of water. There are no words to explain how grateful I am for everything she did. Jenny is such a special nurse, but also an amazing human being. She is my angel!

CERTIFICATES OF APPRECIATION

Congratulations also to the following individuals who received Certificates of Appreciation in May.

Anesthesiology
Paul Sygall, MD

Labor & Delivery
Tamara Amundson, RN
Lisa Luehman, RN

Maternity
Joshua Concepcion

OB/GYN
Patricia Palos, MD
Diane Adams, MD
Caterina Violi, MD

Environmental Services
Maria Burgos

Theresa Nicoladse, RN

Operating Room
Guadalupe Quinto

Know Your Numbers PLUS on-site health screenings

Be healthy and earn up to \$500 toward your 2018 YNHHS medical premium by taking part in the Know Your Numbers PLUS program.



The logo for 'Know Your Numbers Plus' features the words 'Know Your' in blue, 'Numbers' in green, and 'Plus' in a large, bold blue font.

Employees can earn a \$350 credit by completing a basic health screening and up to \$150 in additional credit by completing Personal Choice Activities in one or more categories. The health screening is required to earn additional Personal Choice Activities credit. The deadline to complete all KYN+ program components is **Thursday, August 31**.

Greenwich Hospital will host on-site health screenings in the back of the cafeteria on the dates listed here. Employees can schedule a health screening using the RedBrick Health portal. Walk-ins for on-site screenings are welcome, although

appointments will minimize wait time. For more information, visit ESS, the GH Intranet or contact HRConnect.

Thursday, May 18, 7 am - 11 am

Friday, June 9, 2 pm - 9 pm

Saturday, June 10, 7 am - 1 pm

Monday, June 19, 7 am - 2 pm

Tuesday, June 20, 7 am - 11 am

Friday, July 7, 2 pm - 9 pm

Saturday, July 8, 7 am - 1 pm

Wednesday, July 19, 7 am - 11 am

Monday, July 31, 7 am - 2 pm

Monday, Aug. 8, 7 am - 11 am

Friday, Aug. 18, 7 am - 11 am

Wednesday, Aug. 23, 7 am - 2 pm

Thursday, Aug. 24, 7 am - 2 pm

Your voices were heard!

Thank you to our Yale New Haven Health employees and supporters whose nearly 2,100 emails to state legislators this spring helped stop bills that would have negatively impacted hospitals in our health system and state-wide.

Three bills that would have increased or created new taxes on hospitals did not make it out of the legislature's Finance Revenue and Bonding Committee in April. They were:

- A bill to increase the state's provider tax on hospitals. If the bill had passed, YNHHS would have paid an additional \$30 million in state taxes over two years. The health system already pays over \$200 million, making it the largest tax payer in the state, despite being not-for-profit.
- A bill to allow cities and towns to tax all properties owned by hospitals.
- A bill to force hospitals to pay sales tax on purchases of equipment, supplies and other items. As not-for-profit organizations, hospitals are currently exempt from property and sales taxes.

"I want to thank our employees, physicians and volunteers, along with their family members and friends, for emailing their legislators during our most recent Voter Voice campaign," said Marna Borgstrom, YNHHS CEO. "Clearly, lawmakers heard and took to heart the stories you shared about how these bills would make it harder for us to deliver care to the people who rely on us."

Borgstrom noted that YNHHS hospitals and physicians care for more than one quarter of the state's Medicaid enrollees and, last year, provided more than \$180 million in free and uncompensated care to those who needed our services and could not pay for them.

While YNHHS employees helped prevent the three bills from moving forward at this time, Borgstrom cautioned they could come up again in future proposed legislation.

"In light of the growing state budget deficit, hospitals may again be targeted for cuts or additional taxes," she said. "We may call upon you again to make your voices heard."

Greenwich Hospital welcomes new Heritage Club members

Eleven Greenwich Hospital employees who have reached 25 years of service were inducted into an exclusive association known as the Heritage Club during the Employee Service Awards Dinner.

The inductees were among the 48 individuals with 25 or more years of service recognized, including Rita Hess, honored for 55 years of service in the Admitting Department.

Congratulations to new Heritage Club members:

Bryan Coote – Food Services
 Frances Donlon – Nursing
 Gaynel Grant – Nursing
 Heidy Malin – Radiation Oncology
 Lisa Miceli – Case Management

DAISY Award nominations

Do you want to celebrate an extraordinary nurse? An acronym for Diseases Attacking the Immune System, the DAISY Award for Extraordinary Nurses honors the super-human work nurses do for patients and families every day. The award was established in 1999 by the family of J. Patrick Barnes, who died of complications associated with idiopathic thrombocytopenic purpura at the age of 33. The family was so moved by the compassionate and skillful nursing care Patrick received during his hospitalization that they established the DAISY Award. Today, more than 2,500 healthcare facilities in 16 countries honor nurses with the DAISY Award.

"DAISY Award honorees personify Greenwich Hospital's remarkable patient experience," said Anna Cerra, DNP, RN, chief nursing officer and VP of patient care services. "They consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care. They are recognized as outstanding role models in our nursing community."

Greenwich Hospital will honor its next DAISY Award recipient in September. If you would like to share a story about a special nurse, nomination forms are available at every nursing unit or visit greenwichhospital.org/tools/thank-a-caregiver/daisy-award.aspx. The deadline is Aug. 25.

This beautiful DAISY Award cart was created by carpenters Dan Ferraro and Evan Fieldale. DAISY Award winners will be honored in their units and receive a DAISY Award pin and a hand-carved stone sculpture entitled "A Healer's Touch." Everyone in the unit will celebrate with Cinnabon cinnamon rolls, a favorite of Patrick's during his illness.



George Manresa – Facilities Management
 Vera Morrongiello – Emergency Department
 Deborah Preminger-Fayer – Pharmacy
 Margaret Towers – Outcomes Management
 Gail Wallace – Medical Administration
 Sean Vigneau – Pharmacy

Rita Hess receives a congratulatory hug from Norm Roth in honor of her 55 years of service. For more photos of the Employee Service Awards Dinner, visit the GH intranet.



Advertising campaigns highlight GH people, services



Be on the look-out for these advertising campaigns – print, billboard, digital, radio and Facebook ads – highlighting Greenwich Hospital.

The billboard on I95 South in Stamford marks GH's achievement of a Women's Choice Award as one of America's Top 100 Hospitals for Patient Experience.

A series of print ads highlighting surgical services began in January and continues to run in local magazines such as Greenwich Magazine, Stamford Magazine, Westchester Magazine and Serendipity. The series (which include patient profiles) features bariatric, orthopedic and general surgery.

Maternity is featured in digital display ads, Pandora radio, Facebook and in paid search ads in the Greenwich markets through June.

A congratulations ad honoring Doctors of Distinction award winners Patricia Calayag, MD and Kastherine Vadasdi, MD appeared in the Fairfield County Business Journal this week.

Head and neck cancer screenings draw crowd

More than 70 people attended Greenwich Hospital's first free head and neck cancer screenings earlier this month. Head and neck cancers are curable – if caught early. This system-wide effort brought together experts from GH and Yale New Haven Hospital, including (l-r) Brigitte Lundgren-Foscante, Diane DeMain, RN, Jackie Dibble, APRN, Debbie Klotzer, Richard Brauer, MD, Kathy Carley-Spanier, RN and Joe Mendes, PA-C. Missing from the photo were Saral Mehra, MD and Stephen Salzer, MD.

Great Catch nominees

Every month, the Great Catch team receives nominations to recognize employees for their commitment to safety. Congratulations to May's winner – **Meyer Steinhardt** – whose story appears on page 1.

Tena Abraham, RPh – Pharmacy
 Cora Angeles, RN – Medicine
 Joy Barbarula, Student Nurse – Surgery
 Susan Bastura, RPh – Pharmacy
 Terrance Cochran, MD – Anesthesia
 Leona Estling, RN – Ambulatory Surgery
 Mary Haviaras, RN – Radiology
 Gloria Kalled RPh – Pharmacy
 Nicole Kaps, RN – Medicine
 Marybeth Longarzo, RN – Oncology
 Jerome Manzano, NA – Surgery
 Andrew Michalak, MD – Medical Education
 Taraneh Moussapour, RN – Surgery
 Mercy Padavil, RN – NICU
 Kristen Piscatelli, RN – Emergency Department
 Elizabeth Sammarco, RPh – Pharmacy
 Mabel Scott – Pharmacy
 Thalia Soriano, RN – Surgery
 Sean Vigneau, RPh – Pharmacy



Marian Nowak Award... *continued from page 1*

"I had the good fortune to work with Marian during the first eight years of my career," said Duffy. "I was a witness to a man with an amazingly strong work ethic which compelled others around him to improve simply by seeing his example. Marian helped to instill in me that same work ethic. But to be compared to him is a completely unexpected honor. We are thrilled to have the award come back to the department that Marian called home."

The event celebrates employees with extended service to the hospital. The highlight is the presentation of the Marian Nowak Award, established in 1990 in memory of the Holocaust survivor and GH employee for 41 years who exemplified the qualities of hard work, kindness, friendship, loyalty and humility.

On Call is published twice a month and distributed via email. Issues are also available on the Greenwich Hospital Intranet homepage and hard copies through Human Resources. Send all submissions, story ideas or comments to Magaly Olivero, editor, ext. 3463 or magaly.olivero@greenwichhospital.org. Please include name and extension. All submissions are subject to review and editing. The next issue of *On Call* will be distributed **Thursday, June 8**. Submission deadline is **Wednesday, May 31**.