

# On Call

Greenwich Hospital Family Newsletter | December 12, 2019

Yale  
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**Health**  
Greenwich  
Hospital

## Greenwich Hospital receives prestigious Pinnacle of Excellence and Guardian of Excellence awards

Greenwich Hospital has received two coveted awards from **Press Ganey** for consistently excelling in patient experience. GH received the **Pinnacle of Excellence Award in Patient Experience** for maintaining consistently high levels of excellence over multiple years in Outpatient Services (which consists of 38 individual departments). Plus, the Emergency Department for the first time received the **Guardian of Excellence Award in Patient Experience** for consistently performing in the top 5 percent for one year.

“Providing our patients and visitors with the best possible experience is a top priority for all of our employees, whether they work at the bedside or behind the scenes. Maintaining this level of excellence reflects our ongoing commitment to deliver outstanding care,” said Norman Roth, president/CEO. Added Debi D’Alba, Patient Experience director, “These awards are a testament to the dedication of employees, physicians and volunteers from all corners of our organization.”



The awards were presented to Greenwich Hospital staff at the Press Ganey National Client Conference. Press Ganey is the nation’s leader in measuring the patient experience.

## Tree of Light Celebration offers inspiration and comfort

The annual Tree of Light celebration brought area residents and hospital staff together to honor the lives of loved ones. The non-denominational event featured readings and music, culminating with the lighting of an evergreen tree strung with hundreds of lights. “Each light represents a life well lived and a life well remembered,” said Norman Roth, president/CEO. Donations from the purchase of lights support the hospital’s Palliative Care program.

Rabbi MJ Newman, Palliative Care chaplain, spoke of her sacred work with patients, who often share words of wisdom, even in their final days. “To remember. That is our commitment to those who have gone before us, and it is a privilege of our humanity,” she told guests.

For eight years, John Huber, who tends the Carl and Dorothy Bennett Community Garden, has donated the evergreen, which will be planted in the garden in January. “It seems only fitting to plant the Tree of Light evergreen in the garden to live on for years to come,” he said.



## Project Search enriches lives and workplace

Congratulations to the eight Project Search interns who completed their first rotation at Greenwich Hospital, West Putnam Medical Center and the Auxiliary Thrift Shop! Project Search is a partnership between GH and Abilis, which assists individuals with special needs. Interns are paired with hospital mentors and immersed in three, 10-week rotations to develop work skills for future employment.

“The partnership has been tremendously successful. The interns are a joy to work with and our hospital mentors have been dedicated to their success. I am proud to work with colleagues who are always willing to go above and beyond – it’s what makes Greenwich Hospital so special,” said Stacey Green, Volunteer Services director and the hospital’s Project Search liaison.

While aimed at interns, Project Search has been a meaningful experience for mentors, too.

“I had the great pleasure of mentoring and befriending Isabel. Her growth was akin to watching a caterpillar blossom into a butterfly,” said **Barbara Walsh-Rego**, RN, Hyperbaric Medicine and Wound Care Center. “Project Search has been a truly rewarding experience,” said **Kirsten Suarez**. “We made a real connection with Abby. We consider it a privilege to have helped her develop new skills and we learned a great deal from her as well.” **Nick Damiano**, Environmental Services, said Karen and Alexandra “both gave 100 percent effort every day. I applaud Project Search for all the work they do.” **Debbie Costello**, Thrift Shop manager, said it was “rewarding to watch Melanie grow and succeed.” **Jacklyn Falk**, a physical therapist at West Putnam Medical Center, said Project Search was an “awesome experience. Michelle taught me how to teach others through patience, positivity and humor. She will be greatly missed.”



Isabel Shaw with Hyperbaric Medicine and Wound Care Center staff Sandra Wainwright, MD, Donna McGuire, Ellen Stacom, RN, Eileen Curry, RN and Barbara Walsh-Rego, RN.



Michelle Yoon with Jie Yang and Jacklyn Falk, Physical Medicine, West Putnam Medical Center.



Abby Kroll with Patricia Willard, RN and Kirsten Suarez, Outpatient Center.



Melanie Luchetta with Annie Steyer and Deborah Costello at the Auxiliary Thrift Shop.



Nick Damiano, Environmental Services, Jerry Laureano, Materials Management and Jerry Mullins, Facilities, with (l-r) Alexandra Frumin, Karen Aguilar, Danny Clarke and Sam Stewart.

## Greenwich Hospital earns five Women's Choice Awards

Greenwich Hospital received five 2020 Women's Choice Awards, recognizing it as one of America's Best Hospitals for Breast Care, Cancer Care, Obstetrics, Bariatric Surgery and Stroke. The award places Greenwich within an elite network of hospitals committed to empowering women to make informed healthcare choices.

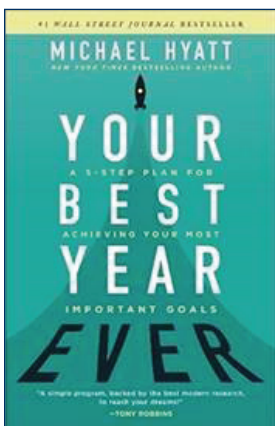
"These awards highlight our commitment to providing an extraordinary experience for women at every stage of their lives," said Norman Roth, president/CEO. Roth noted that 70 percent of all healthcare decisions are made by women, who often have influence over their spouses, children, parents and siblings.

For the seventh consecutive year, the Breast Center at Smilow Cancer Hospital's Care Center in Greenwich was named one of **America's Best Breast Centers** for meeting the highest standards of the National Accreditation Program for Breast Centers. The hospital also was recognized as one of **America's Best Hospitals for Cancer Care**. Also for a seventh straight year, GH was selected as one of **America's Best Hospitals for Obstetrics**. This is the only award recognizing excellence in obstetrics based on robust criteria that consider patient satisfaction and clinical excellence. In addition, GH was named as one of **America's Best Hospitals for Bariatric Surgery** for a fourth time and received a Women's Choice Award as one of **America's Best Stroke Centers** for a third year.

## A Note from the Medical Library

The Medical Library wishes everyone a healthy holiday season! Visit the library to learn the CDC's 12 Ways to a Healthy Holiday. Plus stay on track of your weight goals by checking out cookbooks, diet guides and healthier versions

of classic holiday recipes on display in the consumer health section. Have trouble sticking to New Year's resolutions? Learn to make a SMARTER (Specific, Measurable, Action-oriented, Realistic, Trackable, Exciting and Rewarding) resolutions and enter a chance to win a goal achieving guidebook *Your Best Year Ever* by *New York Times* best-selling author Michael Hyatt!



## Celebrate the Holiday Spirit

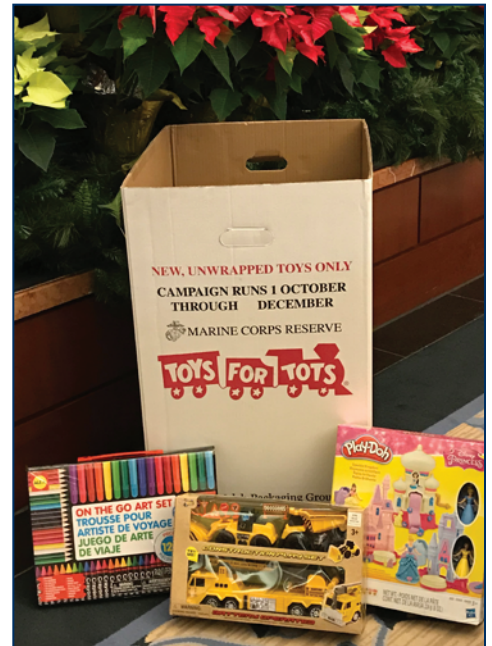
Greenwich Hospital continues its holiday traditions!

All hospital departments are invited to take part in the **ornament decorating competition** by hanging their creations on the Christmas tree outside the Nutmeg Grill. Decorated ornaments must be hung on the tree by 3 pm on **Tuesday, Dec. 17**. Staff can pick up ornaments to decorate from the Facilities Department on the lower level. First-, second- and third-place prizes will be awarded for the most creative entries. For more information, call Lisa Vento at ext. 3385.

Employees and volunteers can view all the ornament entries including the first-place winner at Greenwich Hospital's **Holiday Celebration on Wednesday, Dec. 18** from 11:30 am - 2:30 pm and 10 - 11:30 pm in the Nutmeg Grill. Enjoy appetizers, served-to-order entrees and accompaniments, along with holiday punch, hot cocoa, eggnog and assorted holiday desserts.

**Friday, Dec. 20** will be the last day to donate a new, unwrapped toy for boys and girls as part of the **Toys for Tots** campaign by the Marines Corps Reserve. Toys for Tots boxes are located outside the Gift Shop in the lobby and the Credit Union on the ground floor.

Happy holidays!



## Diversity & Inclusions Classes



Greenwich Hospital employees are invited to attend two Diversity & Inclusion classes in the Noble Conference Center: "**Defeating Unconscious Bias**" on **Jan. 15** from 1 - 3 pm and "**Ouch! That Stereotype Hurts**" on **Feb. 6** from 9 - 11 am. To enroll in these two onsite classes as well as additional e-learn online classes visit Infor LMS. Continuing education credits are offered for these courses.

## Hospitals, community agencies work together to CHIP away at health issues



Kids in the Kitchen, an after-school program sponsored by Greenwich Hospital and the Boys & Girls Club of Greenwich, empowers youth to make healthy lifestyle choices to prevent obesity and associated health risks. In New York, Caritas of Port Chester distributed 100 pounds of personal hygiene products donated by GH employees to families in crisis. These are among the many programs to evolve from a community health needs assessment involving Greenwich Hospital, the Greenwich Community Health Improvement Partnership and the Council of Community Services in Westchester County, NY.

Every three years, all five Yale New Haven Health delivery networks join with similar alliances to complete assessments to identify health issues and factors called social determinants that impact health and well-being. The most common social determinants (in our region and nationwide) are related to food, transportation, mental health, housing and education. The assessments included “community conversations” with residents about how health issues and social determinants affect them personally.

### Request for patient stories

Yale New Haven Health often features patient stories to highlight the dedication of our physicians, nurses and staff in its print publications, websites and advertising campaigns. If you have a patient who might make a great story – and is willing to share his or her experience – contact: Magaly Olivero at 203-863-3463, [magaly.olivero@greenwichhospital.org](mailto:magaly.olivero@greenwichhospital.org).

“Understanding the health status of a community – and the multitude of factors that influence health – are important in identifying priorities for future planning and funding, existing strengths and assets to build on, and areas for further collaboration and coordination across our system, other organizations and community groups,” said Nancy Hamson, YNHHS Community Health Improvement director.

Using data from the assessments, YNHHS and other organizations develop Community Health Improvement Plans (CHIPs) to address major unmet needs. Bridgeport Hospital developed a Mobile Food Pantry, while Yale New Haven Hospital partnered with a food pantry. Westerly Hospital contributed to Habitat for Humanity and Lawrence + Memorial Hospital supported a New London urban agriculture plan. While the assessments and CHIPs are specific to each region, Community Health Improvement is exploring ways to align efforts system-wide. Read the 2019 Community Health Needs Assessment at <https://www.greenwichhospital.org/about/community/community-health/needs-assessment.aspx>.

**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 submissions, story ideas or comments to:** Magaly Olivero, editor, ext. 3463 or [magaly.olivero@greenwichhospital.org](mailto: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, January 2. Submission deadline is Monday, December 16.