



UPDATE

THE NEWSLETTER FOR WATERBURY HOSPITAL EMPLOYEES & NETWORK AFFILIATES



Celebrating the Holidays

New Chef Whips up Holiday Feast for Employees and Volunteers



Pictured above (far left) are **Carol Ranaudo**, Surgical Assistant in the Operating Room (left), and **Angela Santopietro**, who works in Central Sterile Processing (right), who both enjoyed the holiday meal prepared by (at bottom left) the hospital's new Head Chef, **Mickey Ruchin**.

Pictured above (far right) are Diet Aides **Jeremy Richman** (left) and **Petrina Koffie-Asare** who (right) also participated in the day's festivities.

The smell of the hospital's delectable holiday dinner wafted from the cafeteria and into the Reed Corridor recently, as employees and volunteers enjoyed a bountiful holiday meal prepared for three shifts on December 18 and 19.

President and CEO **John Tobin** passed out cups of hot cider, while **Steve Schneider, MD**, Vice President of Medical Affairs, and **Maryanne Volkringer**, Vice President of Affiliates and Business Development, greeted guests. **Kathy Mulston**, Vice President of Human Resources, and **Colleen Scott**, Chief Financial Officer, doled out an array of side dishes, as **Mary Prybylo, RN**, Chief Operating Officer, served dishes from a menu prepared by the hospital's new Head Chef **Mickey Ruchin**.

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Hospital Moving Toward Cash-Free Marketplace



Purchasing a meal from the cafeteria, a card in the gift shop or even a new pair of scrubs from a vendor in the hospital lobby recently became easier thanks to a donation from the Waterbury Hospital Auxiliary.

"Quickcharge" is a new program that allows employees to swipe their badges, rather than pay cash, to purchase items throughout the hospital. The program will allow the hospital to keep pace with the emerging cash-free marketplace through the ease of payroll deduction, according to **Jayson Kaverud**, Compensation Manager.

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• **UPDATED** •

Discharge Cycle Lean Kaizen Events: Telemetry and Pomeroy 5

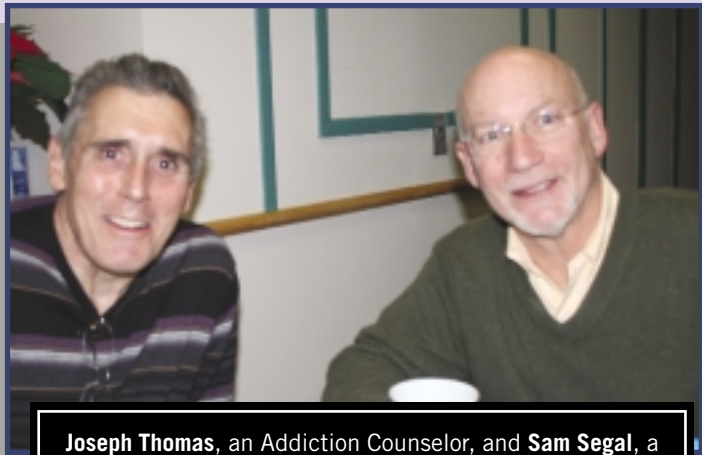
Waterbury Hospital in partnership with GE Healthcare Performance Solutions, is continuing its focus on a project aimed at improving patient flow processes. After the Prompt Care Kaizen, a continuous performance improvement event in the Emergency Department (ED), the team focused on Discharge Cycle on Pomeroy 5 and Telemetry. This included: discharge planning from day of admission, day of discharge activities, and patient exit to room ready.

During these events, the staff members worked with GE Healthcare and used *Lean* principles to brainstorm process improvement ideas, pilot them, and then implement and monitor the changes. Solutions generated by the staff members in these areas focused on improving the discharge cycle time from the patient and staff perspective. They included:

- Discharge checklist created to enhance multidisciplinary communication and expedite discharge planning process
- Estimated length of stay (ELOS) indicated on admission orders used to target early discharges each day and pre-book transportation
- Enhanced communication with patients, families and staff by indicating target discharge date in patient rooms and on main white board at nursing station
- Developed discharge section in patient charts to include the essential discharge paperwork
- Created a standard signaling process to communicate room status with hospitality, staff on the floors and bed control
- Optimized essential supplies and linen needed in patient care rooms to streamline room ready process

The team also focused on educating the staff members on these changes and will continue to do so in the future.

Waterbury Hospital staff who have worked on the project are pictured above and include: (top row, from left to right) **Giselle Walcott, SA; Barbara Ahearn, RN; Theresa Kirk, RN;** and **Nancy Mattaboni, RN.** Pictured in the bottom row, from left to right, are **Grace Mancini, SA; Teresa Mucciacciaro, CIA, Kathy Lang, CIA, Sara Naiss, PCA.** 🤝



Joseph Thomas, an Addiction Counselor, and **Sam Segal**, a Behavioral Health Counselor (pictured left to right), take a moment to pose for the camera during the annual employee holiday dinner.

Celebrating the Holidays

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Ruchin has worked as a chef for more than 36 years in various restaurants and country clubs throughout the area. At Waterbury Hospital, Ruchin will oversee the enhanced catering services used at meetings and seminars, among other instances.

Ruchin prides himself on gourmet cooking and continuously seeks to improve his culinary skills. "I watch the Food Network constantly; I read Gourmet Magazine," Ruchin said. "There are so many new things coming out constantly. I get excited about the infusion of culinary techniques. I want to bring all of that into the kitchen."

And based on the crowds' reaction at the holiday dinner, Ruchin has accomplished just that. Employees devoured his holiday feast.



Cash-Free Marketplace

Continued from page 1

The Auxiliary purchased the new software and cash registers needed to process Quickcharge with the hope of bringing in more revenue to the hospital's general fund. Their donation totaled nearly \$50,000.

Employees are allowed to use Quickcharge for up to \$50 each week in the cafeteria and an additional \$50 each week in the gift shop. Employees can spend up to \$150 on vendor sales each week. Purchases made in the cafeteria and in the gift shop will be deducted in full from the following week's paycheck. Charges from vendor sales will be deducted in two payments in the two weeks following the date of purchase.

"Quickcharge is easy and convenient," said Pidge Bozzuto, an Auxiliary member who oversees the hospital's gift shop. "It has been met with appreciation by hospital staff and is a welcome step in our cash-free society."

To sign up for Quickcharge, please call Payroll at Ext. 7216. 🤝



Pomeroy 5 Wins Clean Hands Award

The staff of Pomeroy 5 recently demonstrated it had the cleanest hands of those participating in Waterbury Hospital's Hand Hygiene Campaign. The campaign was part of National Hand Hygiene Week, which also featured an informative display that highlighted transmission-based precautions, infection controls, rounds and Petri Dish experiments.

According to Debra Migliaro, RN, BSN, hands should be washed before and after patient care. Hand hygiene is the most important measure to prevent the transmission of infection.

Pomeroy 5 received the Star Compliant Award for overall compliance with hand hygiene practices. Pictured from left to right, back row are: **Nilsa Soto**, PCA; **Kathryn King**, PCA; **Lisa Guerrero**, RN; **Laura Hayden**, RN; **Regina Chekas**, PCA; **Jenny Rodgers**, RN; **Linda Terenzo**, RN; **Kerry Dantino**, CIA; **Cathleen Tearman**, RN. From left to right in the front row are: **Diane Perugini**, CIA; **Barbara Howland**, RN; **Addre Hellman**, RN; **Susan Manzolino**, Assistant Director of Pomeroy 5; **Susan Musumano**, RN; **Deborah Beveridge**, RN; and **Aida Sadeghi**, RN. 🌐



WIN TICKETS TO MAMA MIA

If you would like to be entered into a drawing to receive:

Two free tickets to **Mama Mia @ The Palace Theater**
Tuesday, Jan. 22, 2008 • 7:30 p.m.

E-mail **Jennifer Manes** at jmanes@wtbyhosp.org by 8 a.m. on Monday, Jan. 21, 2008. Please include a daytime phone number.

The winner will be notified by email. In addition, the Palace Theater is offering Waterbury Hospital employees a 10 percent discount to the evening performances from Jan. 22, 2008 through Jan. 24, 2008.

Congratulations to **Kandace Yuen**, Librarian (Pictured at left) and **Rachel Lovins, MD**, Hospitalist Program Director! Both recently won a pair of tickets to a performance of *The Dirty Rotten Scoundrels* at the Palace Theater.

Waterbury Hospital is proud to support the arts in Waterbury through its sponsorship of the opening night of the Broadway Series at the Palace Theater. 🌐

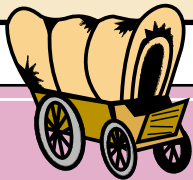


New Board Reign Over Auxiliary

The Waterbury Hospital Auxiliary recently elected new officers at a luncheon held at the hospital. Pictured in the front row, from left to right, are: **Alice Stankus; Vickie Luddy; Zeena Garber; Marcea Morgan; Linda O. Hamid**, President; and **Virginia Paolino**. Picture in the back row, from left to right, are: **Mary Calvo**, Vice President; **Rosemary Garretson; Christine Pease**, Secretary; **Ginger Golymbieski; Theresa Pagano; Norma Corbett; Susan Metcalf; Sybil Smith; Pidge Bozzuto; Donna Duncan**, Treasurer; **Joan Reed**; and **Patricia Fahey**.

Since its inception in 1890, the Auxiliary has raised money for the hospital and funds scholarships for local high school students. It runs the hospital's gift shop and boasts nearly 400 members.

In recent years, the Auxiliary has donated funds to renovate the lobby and to provide soothing music, which is played throughout. It has also helped to establish a continuously changing art corridor on the ground floor. The Auxiliary also donates an array of gifts, such as knit hats and baby blankets for newborns and scholarships for local students. 🌐



WELCOME WAGON

Waterbury Hospital congratulates and welcomes the following new employees who joined the hospital in December:

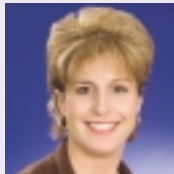
- Donna L. Gucwa
- John M. Moffat
- Cindy J. Olsen
- Maria M. Rodriguez
- Suzanne A. Segal
- Hector Torres
- Daniil M. Tuvin
- Robin A. Woodward

UPDATE

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ON THE MOVE



Joanne Borduas, MSN

Joanne Borduas, MSN, was recently appointed Program Director for the Waterbury Hospital Health Access Program (WHAP) in addition to her other responsibilities as the Director of Outpatient Services at Waterbury Hospital. **Juana Clarke**, Director of Grants, had been acting as the Interim Director of WHAP. She will continue to work actively on behalf of the WHAP program.



Juana Clarke

David Podell, MD, was recently named Firm Chief at Waterbury Hospital. For the past 14 years, Podell has served as the hospital's Director of Medicine.

In the newly created position of Firm Chief, Podell will guide the quality of patient care, as well as the education of students and residents in the Department of Internal Medicine. **Jock Lawrason, MD**, has been named Interim Director of Medicine.



David Podell, MD



Jock Lawrason, MD

Ralph Miro, MPH, REMTP was recently named Waterbury Hospital's Trauma/Emergency Services Coordinator. Ralph transferred into this position after serving for seven years as the hospital's EMS Coordinator. In his former position, Ralph oversaw the hospital's disaster preparedness program and served as advanced cardiac life support coordinator and community outreach instructor. While he will continue to have oversight of these projects and responsibilities, in his new role as Trauma/Emergency Services Coordinator, Miro will now also be responsible for the coordination and ongoing evaluation of the Trauma Program. He will report jointly to **Scott Kurtzman, MD**, Chief of Surgery; and **Chris Michos, MD**, who was just named Director of the Emergency Department.



Ralph Miro

Betty Karas-Bartolini, RN, was the hospital's Trauma/Emergency Services Coordinator for 20 years and was Connecticut's longest practicing trauma coordinator, before she passed away in February 2007.