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# update

THE NEWSLETTER FOR WATERBURY HOSPITAL EMPLOYEES & NETWORK AFFILIATES



**Carl Contadini**, Chairman of the Waterbury Hospital Board of Trustees; **Darlene Stromstad**, President and CEO of Waterbury Hospital; and **Dan Moen**, Chief Executive Officer of LHP Hospital Group, celebrate the recent announcement of Waterbury Hospital's participation in the Joint Venture.

## Transforming Healthcare in Waterbury

Waterbury Hospital Signs Letter of Intent to Merge with LHP Hospital Group and Saint Mary's Hospital

Marking a landmark moment in the long history of Waterbury Hospital, the hospital's leadership announced in August that it had signed a letter of intent to join with the previously announced joint venture between LHP Hospital Group and Saint Mary's Hospital.

Hospital officials also announced that the newly formed venture intends to invest \$400 million to build a new state-of-the-art medical center in greater Waterbury within the next four years, replacing the current facilities occupied by Waterbury Hospital and Saint Mary's Hospital. The combined revenue of the new venture will be over \$520 million, making it one of the larger hospitals in Connecticut.

"This is a momentous day for Waterbury Hospital and the community we serve," said **Carl Contadini**,

Chairman of The Waterbury Hospital Board of Trustees. "After thoroughly analyzing the health care needs of the greater Waterbury region, we concluded that coming together with LHP and Saint Mary's to build a modern, state-of-the-art replacement facility would bring the best in health care to patients for generations to come. We will not only create new construction jobs and help the local economy but we will position the Greater Waterbury community to become the regional leader for health care services in southern New England. We could not be more pleased."

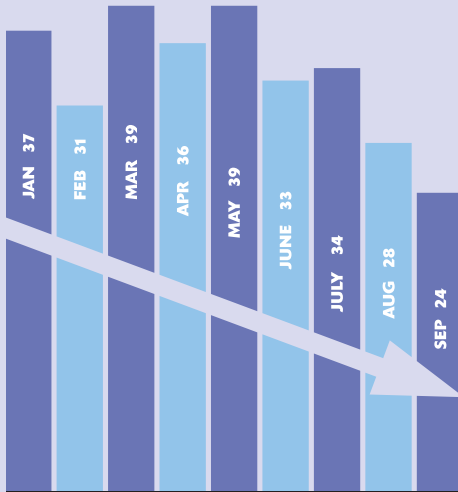


**Carl Sherter, MD**, left, Chief of the hospital Medical Staff, celebrates the news with **Jim Shannon**, Executive Vice President of Development for LHP, right.

Under terms of the venture, LHP will own an 80% interest in the combined joint venture, with Waterbury Hospital and Saint Mary's each owning a 10% interest. Governance will be shared among all three parties.

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## WORKPLACE INJURIES



Above, a breakdown of workplace injury totals over the past several months.

Employees in the Waterbury Hospital Operating Room display some of the new patient-moving equipment the hospital recently acquired to help reduce workplace injuries.



# Right on Target!

## Hospital reaches goal for workplace injuries in FY2011

Workplace injuries at Waterbury Hospital have shown an overall decline over the past several months, and in September dropped to 24 for the month, which was the goal the hospital set for the 2011 Fiscal Year. Hospital officials praised employees for stepping up their efforts to put more attention on the issue and implement effective steps to promote worker safety.

**John K. Evans**, Waterbury Hospital's Chief Operating Officer, said: "The decline in workplace injuries suggests that our efforts over the last several months have improved the safety of the hospital environment for employees, and also assisted with enhancing productivity and reducing replacement costs. For all these reasons it's important that we continue to make this a priority."

"We are extremely pleased to reach our goal for the year, and that's due in large part to the teamwork that resulted from engaging everyone and understanding the scope of the problem and developing practical solutions to reducing the risk of workplace injuries."

Evans cited other key factors that have contributed to the hospital's recent progress, including:

- A heightened emphasis on education, both with management and in areas of the hospital that have the highest risk for injuries to occur.
- An assessment of all hospital departments to identify factors that can contribute to workplace injuries and subsequent action plans to eliminate or minimize areas of risk.
- Engaging staff to evaluate equipment designed to reduce patient-handling injuries.
- Reorganizing our internal resources to support the effort and hiring of a full-time disability manager to continue our initial positive progress.
- Working closely with Access Rehab, a Greater Waterbury Health Network affiliate, and PMA, the hospital's workers compensation claims administrator and consultant.
- An investment of over \$70,000 to acquire up-to-date patient moving equipment such as air mattresses and roller bars that will make it much easier to move patients with minimal strain. The hospital decided to invest in the equipment after it was tested by employees in a pilot program, and found to be effective.

"I can't say enough for the staff for enthusiastically engaging and participating in educational programs on safe patient handling," said **Marylou Oshana, RN**, the hospital's Occupational Safety Coordinator. She said overall the hospital has seen a 35 percent reduction in injuries caused from boosting patients this year.

## OVERALL PROGRESS

BENCHMARK	FISCAL YEAR 2011 GOAL	CURRENT PERIOD
Year to Date <b>Total Inpatient Satisfaction Score</b> (percentile)	YTD 9.30.11 50%	16%
Year to Date <b>Total Discharges</b>	YTD 9.30.11 13,100	12,758
Year to Date <b>Total Ambulatory Cases</b>	YTD 9.30.11 167,936	173,133
Year to Date <b>Hospital Profit</b>	YTD 8.31.11 \$3,848,288	(\$7,754,123)
Year to Date <b>Monthly Employee Workplace Injuries</b>	YTD 9.30.11 24	24
Quarterly <b>Compliance with Heart Attack Standards</b>	YTD 6.30.11 99%	93%

# Skin Care Program Meets With Success!

Four years ago Waterbury Hospital embarked on a journey to improve the prevention and treatment of patients with pressure ulcers. A multi-disciplinary team was developed comprised of nurses, physical therapy, a physician, dietician, respiratory therapist and informatics to improve the care provided. The team was led by **Tracy Houle APRN, CWOCN, CNS-BC, MSN**. Together they reviewed the hospital's current practice and made recommendations for improvements based on evidence based care.

Some of the changes included updates to computer documentation, products carried within the hospital, quarterly prevalence studies, protocols for the care of patients, education to all staff, and the development of skin care rounds. The development of what is now considered the hospital's "Skin Care Program" took

approximately six months to get underway and has been running successfully ever since.

Earlier this summer Houle submitted an abstract to the American Nurses Association NDNQI

Conference highlighting all of the team's accomplishments and their ability to sustain these changes. The team was extremely excited to

learn that the abstract was accepted, and Houle will be presenting on behalf of the skin care committee at the Nursing Quality Conference to take place January 25-27 in Las Vegas, Nevada.

"I want to thank each and every staff nurse, therapist, dietician, medical provider, case manager and all other providers involved in the care of our patients," Houle said. "One person alone can not care for an entire population. It takes a team effort and that is what we are here at Waterbury Hospital. I am so honored to be able to present our accomplishments at this conference. I hope that each and every one of you can see how you have helped on this endeavor. To the skin care nurses I will never be able to

thank you enough. Your enthusiasm, concern, and dedication to the care of our patients are contagious. I am so humbled to be part of your team."



TOP PHOTO: Members of the Skin Care Team (left to right): **Tammy Peterson, RN, Tammy Nicolosora, RN, Cara Palmer, RN, Gisele Nunes, RN, and Brenda Nichols, RN.**

BOTTOM PHOTO: Members of the Skin Care Team - Back row (left to right): **Chuck Lewis, RN, Aileen Zappone, RN, Shauna Savoy, Tracy Houle, APRN, Joey Cosgriff, MD, Marilyn Doukas, Theresa Kirk, RN, Kristen Moore, RN, Pam Synnott, RN.** Front Row (left to right): **Leslie Cocchiola, RN, Tess Greene, RN, and Heather Harris.** Team members not photographed: **Julie Weidemier, RN, and Ana Sousa, RN.**



## Welcome to Waterbury Hospital!

Sodexo, Inc. joins hospital family as new provider of services

Carey the Care Bear, the mascot for Sodexo Inc., made a recent appearance outside the Waterbury Hospital cafeteria to greet employees as Sodexo assumed oversight of the hospital's dietary, environmental and patient transport service functions. The hospital recently entered into contracts with the firm, which provides customer services to hospitals and other businesses around the world. The arrangement promises to bring streamlined and modernized services to patients and employees, while also helping the hospital realize much-needed cost savings. Some of the upgrades Sodexo plans to introduce include a renovated cafeteria and room service-style menu options for inpatients, as well as modern new equipment that will help enhance employee safety. Shown above with Carey the Care Bear are, left, employee **Dawn Thomas** and, right, employee **Michelle Heckelman.**



## Transforming Healthcare in Waterbury

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"We are delighted that The Waterbury Hospital has chosen to partner with LHP and Saint Mary's," said **Dan Moen**, Chief Executive Officer of LHP. "These two fine hospitals have provided quality health care services to the greater Waterbury community for more than 100 years, and LHP is honored to become a part of that tradition and the exciting future that lies ahead."

The venture is now preparing to submit a finalized agreement to state and federal agencies for regulatory approval, a process that is anticipated to be completed in 2012. Construction on the new replacement facility would then begin soon after. The venture's leadership team is also in the process of determining if the new facility should be built on either of the existing campuses at Waterbury Hospital and Saint Mary's Hospital, or on a third location. For more information about the venture, go to [www.futureforwaterburyhospital.com](http://www.futureforwaterburyhospital.com).

# ANNOUNCEMENTS



**Cecily Byron-Iyamah, MSN** recently joined Waterbury Hospital as the Director of Med/Surg Services. In addition to the Med/Surg units, Cecily also oversees Telemetry, Respiratory, Bed Control and the contracted services with Davita Dialysis and Access Rehab. Cecily previously worked in a similar position for Kaiser Foundation Hospitals in California. Her experience includes such projects as CPOE implementation and the planning for and moving inpatient services to a brand new hospital.




**Joseph Renda, MD**, is the recipient of the George Thornton Teaching Award by the Connecticut Chapter of the American College of Physicians. The award, which will be given to Dr. Renda in November, goes to medical providers who throughout their careers have exemplified the highest standards of professionalism and who have had a major impact on the practice of medicine and the teaching of its precepts to the next generation of physicians. Earlier this year, Dr. Renda also received the Lifetime Achievement Award by the National Kidney Foundation. Dr. Renda is currently Associate Clinical Professor of Medicine at Yale University School of Medicine and a Senior Partner at Associated Specialists in Hypertension and Nephrology in Waterbury.



## Waterbury Hospital Opens New Cath Lab

Waterbury Hospital recently celebrated the acquisition of an advanced Artis zee floor-mounted angiography system that provides physicians with the most highly detailed images of patient blood vessels currently available in the treatment and diagnosis of potentially deadly blockages. The hospital invested more than \$1 million in the new high-tech system, which is the centerpiece of a recently completed renovation of the cardiac catheterization lab. The new lab has been moved to the Reed Cardiology Center, which is named for **David Reed, MD** and his wife, **Joan Reed**, who are shown above celebrating the opening of the new lab with **Joanne Borduas**, Administrative Director of Outpatient Services.

"This is an investment that will further enhance Waterbury Hospital's mission to provide the most advanced technology to the people and the community we serve," said Darlene Stromstad, Waterbury Hospital President and CEO.

Developed by Siemens Medical Solutions, the fully digital Artis zee system features an advanced technology in the form of flat-panel detectors, which enable physicians to obtain three-dimensional images in high resolution without the distortion common with conventional x-ray techniques. The flat detectors, made of amorphous silicon, not only enable physicians to visualize fine blood vessels; it also helps them visualize interventional devices such as guidewires, catheters and coronary stents in precise detail from almost any angle. 



## Pharmacy Department to Host Open House

The Waterbury Hospital Pharmacy Department is undergoing a major transformation through the institution of technology and automation. A project to implement state-of-the-art equipment, which was two years in the making, recently culminated in the purchase and implementation of new McKesson automation solutions designed to reinforce medication safety practices and streamline pharmacy operations. All employees are invited to attend a special Open House event in October in which all employees will be invited to see the high-tech advances that began in the auto assembly industry and are now used to organize, bar code and dispense over 2,000 different medications. Such changes are revolutionizing the industry, and Waterbury Hospital's Pharmacy Department is proud to be part of these modern advances. In the end, the functionality and features of each of the new Pharmacy Department products will promote medication safety among pharmacists, technicians, nurses and clinicians. More details about the Open House event will be made available later in October.



## Mock Survey Coming in November

Joint Commission Resources, the consulting arm of the Joint Commission, will be conducting a mock survey of Waterbury Hospital's operations from November 14-16. The survey will be conducted by a single consultant who will examine the hospital's many different operations closely to be sure we are in compliance with industry standards and guidelines. Staff should expect to be interviewed by the surveyor, much like you would during a survey. Take your time when responding and feel free to consult policy and procedure manuals or your supervisor if you need help answering a question. The mock survey is being conducted at the request of LHP Hospital Group, which is Waterbury Hospital's new partner in the proposed Joint Venture between Waterbury Hospital, Saint Mary's Hospital and LHP Hospital Group.

## UPDATE

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