Getting to know you

An informal sit-down with new East Region President Donna Handley

Donna Handley was appointed President of Hartford HealthCare’s East Region on Oct. 1. In her role, she provides executive leadership for the East Region which includes The William W. Backus Hospital in Norwich, Windham Community Hospital in Willimantic, the Plainfield Emergency and Ambulatory Center, various outpatient clinics and urgent care centers, Backus Physician Services and CONNCare, Inc.

Her primary responsibilities are service line growth, strategic planning and physician development. Donna and her executive and support teams work in conjunction with our medical staff and community leaders to expand and enhance services for our patients through the Hartford HealthCare system of care.

See HANDLEY, page 8
In October, and all year, we honor our hospital team members who always make every moment matter.

Healthcare Foodservice Workers Week (Oct. 1-7)
Healthcare Security and Safety Week (Oct. 8-14)
National Healthcare Supply Chain Week (Oct. 1-7)
American Pharmacists Month

----

Care for the Caregiver event Oct. 18

Backus Hospital and Sprague Community Center will offer a special event for caregivers on Wednesday, Oct. 18, 2017, from 2-4 p.m., at the community center, 22 West Main St., Baltic.

The two-hour respite will include interactive activities, information and resources aimed at helping caregivers remember to take care of themselves as well as their loved one. There will be gentle yoga, Zentangle, chair massages, nutritional information, a visit with Bella the Backus pet therapy dog, light refreshments and door prizes.

The event is free but registration is required by calling 860.822.6595.

----

Upcoming Auxiliary vendor sales

Backus: Wire Designs will be the featured dealer for the next Backus Auxiliary vendor sale on Friday, Oct. 13, from 9 a.m. to 4 p.m., in the MOB/cafeteria alcove. Items include custom and personalized sterling silver jewelry and more. Thirty-One Gifts will follow with a vendor sale on Friday, Oct. 27, from 9 a.m. to 4 p.m., in the MOB/cafeteria alcove.

Windham: Bag Ali will be the featured dealer for the next Auxiliary to Windham vendor sale on Wednesday, Oct. 18, from 9:30 a.m. to 4 p.m., in the Bernard and Desrosier rooms. J&J Stern will follow with a vendor sale on Wednesday, Oct. 25, from 8 a.m. to 3:30 p.m., in the Bernard and Desrosier rooms.

All auxiliary sales benefit the host hospital!

----

Gift Shop
Items of the Week

Earring close out sale
Buy one get one free on select styles and colors.

WINDHAM
Fall/Halloween decor
From Michel Design Works.

About HospiTell

HospiTell is published every other Friday by the Communications Departments of The William W. Backus Hospital and Windham Hospital. Employees, medical staff and volunteers can have HospiTell e-mailed to their homes by sending a request to hospitell@hhchealth.org
To submit news:
E-mail: susan.mcdonald@hhchealth.org
Fax: 860.892.6964
Deadline: Wednesdays at noon

---

General Store listings and cafeteria menus are now found exclusively on the HHC Connect intranet site at: https://intranet.hartfordhealthcare.org/news-events/backus-hospital and https://intranet.hartfordhealthcare.org/news-events/windham-hospital
Dear Backus Colleagues,

Congratulations and thanks to every one of you for a successful, relatively uneventful transition to Epic, and thanks to everyone who was part of the many levels of preparation taking place over the past months. There have been many meetings, committee work and communications that have demanded your time beyond the scope of your regular job but your dedication and hard work is truly appreciated.

Oct. 1st also happened to be my first day on the job as the new East Region president and I spent most of it with many of you as you hunkered down around computers and worked your way through Epic, the new electronic medical records system that went live at the stroke of midnight that same day.

Walking around the clinical areas, chatting if you had a few minutes and watching in awe at your approach to this tremendous change in the way things are done at Backus, I was impressed at the calm, cool and collected air about you as you used the new technology for patient interactions. It’s certainly stressful — we went through this transition across Hartford HealthCare — but your professionalism never wavered. You worked as if you owned this go-live experience and you clearly did.

Epic will help us provide the best care for our patients and, with practice, you’ll all see that very soon. In fact, one CCU nurse said her brain was full, but she knows that in a few weeks she’ll wish we made this change 10 years ago!

Thanks also are needed for our colleagues from across Hartford HealthCare who partnered and supported us here at Backus to help as we went live with Epic. There have been several hundred in red help vests working across all three shifts as something of a human safety net. We couldn’t have done this without them.

Please pat yourselves on the back or high-five your coworker. We’re doing this, proving what I learned very quickly: This East Region team is an amazing team. I’m so glad to be part of it!

Donna Handley
East Region President
The Backus Hospital Auxiliary continued its legacy of generous support of the hospital by pledging $125,000 in recognition of the hospital’s 125th anniversary in 2018 and directed toward the Facilities Improvement Project planned to start next year. “We are grateful to The Backus Auxiliary and their ongoing support of the hospital with this tremendous donation,” said Hartford HealthCare East Region President Donna Handley. “The Auxiliary remains the hospital’s largest group benefactor with contributions to date of nearly $2 million.”

In addition to providing annual scholarships to people seeking careers in healthcare, the Auxiliary has supported a variety of high-level projects and services aimed at meeting the health needs of the community. Those include:

- The BackusCare expansion
- Expansion of the hospital’s community education program and weight loss clinic
- Plainfield Emergency Care Center
- The start and staffing of The Boutique at Backus supporting cancer patients
- $27,000 in 2016 to purchase the hospital’s BreathHold System to protect heart and other tissues during radiation treatment

The planned Facilities Improvement Project is part of the strategic plan outlined by Backus leadership to improve the hospital’s ability to treat patients and attract and retain the best physicians and staff.

“As we prepare for the celebration of Backus Hospital’s history in 2018, we are excited that the Auxiliary is so enthusiastic and committed to helping us continue to look to the hospital’s future in this community,” Handley said. “Their support is sincerely appreciated.”

As we celebrate Breast Cancer Awareness Month, the gift shops at both Backus and Windham hospitals, as well as The Boutique at Backus, have Yowies for sale. The suggested donation is $5.

Proceeds from all purchases at Windham will benefit the Gina’s Friends Fund, a fund established by the Windham Foundation to help women who cannot afford lifesaving diagnostic tests or services because they are ineligible for state or federal healthcare programs, lack adequate insurance or have no insurance at all. Proceeds at Backus will benefit the hospital’s Breast Health Initiative.

You can also send photos of the creative way you’re wearing your Yowie to show your support for breast cancer awareness to susan.mcdonald@hhchealth.org.
Backus earns second straight surgical quality award

For the second consecutive year, Backus Hospital has been recognized for achieving meritorious outcomes for surgical patient care by the American College of Surgeons (ACS) through its National Surgical Quality Improvement Program (NSQIP).

As an ASA NSQIP participant, Backus is required to track the outcomes of inpatient and outpatient surgical procedures and collect data that directs patient safety and the quality of surgical care improvements.

The ACS NSQIP recognition program commends a select group of hospitals — just 66 in the nation this year — for achieving a composite meritorious outcome related to patient management in the eight clinical areas of: mortality, cardiac incidents (cardiac arrest and myocardial infarction), respiratory (pneumonia), unplanned intubation, length patients spent on a ventilator, renal failure, surgical site infections and urinary tract infections for all surgery cases in calendar year 2016.

ACS NSQIP is the only nationally-validated quality improvement program that measures and enhances the care of surgical patients. This program measures the actual surgical results 30 days postoperatively as well as risk adjusts patient characteristics to compensate for differences among patient populations and acuity levels.

“This is a tremendous achievement for the entire surgical services staff at Backus Hospital,” said Donna Handley, Hartford HealthCare East Region president. “Quality is always our goal in every patient encounter and to be recognized by this prestigious national organization is evidence that our efforts in this area are working.”

Backus flu clinic dates, times

| Monday, Oct. 16 | 6 - 10 a.m. | main lobby conference room 3 |
| Tuesday, Oct. 17 | 1 - 4 p.m. | Plainfield ED |
| Wednesday, Oct. 18 | 12:30 - 3:30 p.m. | Stott Avenue Conference Room A |
| Friday, Oct. 20 | noon - 4 p.m. | BOCC |
| Wednesday, Oct. 25 | 8 a.m. - noon | main lobby conference room 3 |
| Monday, Oct. 30 | 6 - 10 a.m. | main lobby conference room 3 |
| Monday, Nov. 6 | 6 - 10 a.m. | main lobby conference room 3 |

MOBILE CART VACCINATIONS (for off-shift personnel)

| Tuesday, Oct. 17 | 7 - 11 p.m. |
| Wednesday, Oct. 18 | 7 - 11 p.m. |
| Thursday, Oct. 19 | 8 p.m. - midnight |

Windham flu clinic dates, times

| Thursday, Oct. 19 | 6 - 10 a.m. | Griswold Room |
| Wednesday, Oct. 25 | 3 - 7 p.m. | Griswold Room |
| Friday, Oct. 27 | noon - 4 p.m. | Griswold Room |
| Tuesday, Oct. 31 | 7 - 11 a.m. | Griswold Room |

Influenza vaccination deadline is Monday, Nov. 6

Accounts Payable answers your questions

Backus employees needing help with changes to employee reimbursement, approval workflow and invoices can bring their questions to accounts payable staff who will be onsite at the hospital on Oct. 12 and 15 from 9 a.m. to 3 p.m. These dates are new and replace those originally scheduled for Oct. 19 and 20.
There will no longer be traditional Weight Watchers meetings at Windham Hospital on Tuesdays. Instead, staff and members of their families can stop by the Diabetes Classroom from 2:30-4 p.m., on Thursdays to weigh-in and receive one-on-one counseling as needed.

November is Diabetes Awareness Month and Windham will be hosting a “Know Your Numbers” free event in the Atrium from 10 a.m. to noon, on Tuesday, Nov. 7. There will be health screenings and information available on diabetes.

New East Region President Donna Handley, third from left, spent time on executive rounds at Windham Hospital recently, chatting with staff as they responded to a surprise visit from the state Department of Public Health.

Windham Relay for Life Saturday

The Relay For Life of Greater Windham County is set for Saturday, Oct. 14, at Eastern Connecticut State University baseball stadium in Willimantic.
To learn more, contact Bobbie Maschka, PT, at bobbie.maschka@hhchealth.org or call 860.456.6797.
To join or donate go to relayforlife.org/windhamct and select “Join a Team” and select “Windham Hospital Healers.”

Changes for Windham Weight Watchers

There will no longer be traditional Weight Watchers meetings at Windham Hospital on Tuesdays. Instead, staff and members of their families can stop by the Diabetes Classroom from 2:30-4 p.m., on Thursdays to weigh-in and receive one-on-one counseling as needed.
Food drive planned

97.7 WCTY is hosting a food drive on Thursday and Friday, Nov. 2-3 to help restock the Gemma E. Moran Food Bank.

Non-perishable food donations can be dropped off starting at 6 a.m. both days at the station, 40 Cuprak Road, Norwich.

Windham cancer support group meets Wednesdays

Windham Hospital hosts a weekly cancer support group on Wednesdays from 5:30 - 7 p.m. in the Johnson Room. Pre-registration is preferred. Call 860.456.6770 or 855.HHC.HERE to learn more.

Discounts for Infinity Hall shows

Hartford HealthCare employees receive a 15 percent discount on Infinity Hall shows. To receive the discount when purchasing tickets on-line, you can use the code HHCMUSIC or when calling you can say you are a HHC employee. For a list of shows, please visit: http://www.infinityhall.com/events

Backus Weight Watchers meetings held Tuesdays

Backus holds a weekly Weight Watchers meeting from noon to 12:45 p.m. every Tuesday in Conference Room B at the East Region System Support Office on Stott Avenue. Meetings are open to all employees (whether enrolled in benefits or not) and spouses (for those who are enrolled in health benefits through Hartford HealthCare).

Kiss your e-mail Good-bye (The Sequel)

Effective Nov. 15, 2017 all Hartford HealthCare e-mail will automatically be deleted after:

- Seven years for directors and above
- Three years for managers and below
- Deleted items folders will continue to be emptied once a week

For information and instructions for saving and storing your important business documents, visit the Information Technology page of HHC Connect.

This notice reflects stricter enforcement of Hartford HealthCare’s existing e-mail retention policy. Non-compliance and improper storage of business documents may create business and regulatory risks.

Volunteers are needed to run the Spook-A-Thon event. If interested in volunteering, please contact Gen Schies in the Office of Philanthropy and Development, at 860.823.6331 or genevieve.schies@hhchealth.org.
HANDLEY, from page 1

Prior to her appointment as president of the East Region, Handley served as vice president of operations at Hartford HealthCare’s Cancer Institute from 2009 to 2017. In that role, she oversaw the clinical and strategic direction of the Cancer Institute, ensuring that the vision of clinical excellence for the Institute was met through a single standard of world-class care for patients at each of the five cancer centers that comprise it — Backus Hospital, Hartford Hospital, The Hospital of Central Connecticut, MidState Medical Center and Windham Hospital.

She also played a leading role in developing and implementing the Hartford HealthCare Cancer Institute’s relationship with Memorial Sloan Kettering through its charter membership in the Memorial Sloan Kettering Cancer Alliance.

■ What is your vision for the region moving forward? The East Region is uniquely poised to continue to grow. My vision is to continue to grow and strengthen the East Region’s development along the shoreline and in the Plainfield market.

■ What are some of your goals for 2018? I’m focused on improving staff engagement, building relationships with the community, driving quality and safety, recruiting new specialty physicians, and growing orthopedics.

■ What professional accomplishment are you most proud of? I’m very proud to be part of developing the Cancer Institute and establishing the Memorial Sloan Kettering Cancer Alliance with Hartford HealthCare.

■ What are you looking forward to as president of the region? I am so impressed with the physicians, staff and communities in the East Region. I am looking forward to meeting, working with and collaborating with the really wonderful people who live and work here.

■ What is the best advice you ever received? Early in my nursing career at Mass General, my mentor told me the “only dumb question is the question that you do not ask.” This advice has allowed me to always be curious, ask questions and continuously learn.

■ Where did you grow up/where are you from? I grew up in Boston, went to college at Northeastern University and worked at Mass General Hospital until I moved to Detroit, where I lived for 20 years until I returned to New England to work at HHC.

■ What’s your motto? Tick tock — no time to waste, the clock is tick tocking!

■ My best-kept secret is I used to talk with a Boston accent.

■ What’s playing in your car right now? My iPod, which is loaded with a mix of musical genres.

■ What is your favorite thing to do outside of work? I love to walk my dog Woody with my husband off trail at the reservoir, get to Barre Pilates as often as I can (sadly, not often enough) and, finally, I love to cook.

■ What is at the top of your bucket list? I want to go to boot camp at the CIA (Culinary Institute of America) in Napa, Calif., for a weeklong cooking course. Think “CHOPPED!”

■ Describe yourself in three words: Kind, honest, optimistic

■ What is your favorite TV show you hate to miss? CBS Sunday Morning. My guilty pleasure is “The Voice.”

■ What motivates you? I am motivated by doing the right thing. I love working with teams that are excited, passionate and focused on the patient/caregiver/community.

Next Thin’s In session starts Monday, Oct. 16

The popular weight loss program “Thin’s In” will begin its next 10-week session on Monday, Oct. 16, at the Hartford HealthCare East Region System Support Office Building, 11 Stott Ave., Norwich.

Classes are held at 4:30 and 6:30 p.m. under the guidance of instructor Dianne Rubin. The program combines a well-rounded healthy eating program and the use of behavior techniques that leave you feeling mentally and physically satisfied. Cost is $130 for 10 weeks. To register, just come into class the very first week. If you have any questions, you can call Dianne at 860.442.2280.

Bereavement support group reveals fall dates

A Bereavement Support Group has scheduled twice monthly meetings this fall at the Hartford HealthCare Cancer Institute at Backus Hospital.

Meetings will be held from 2-3:30 p.m., in main lobby conference room 2, at the hospital, on Oct. 25, Nov. 8 and 22. To register, call 1.855.HHC.HERE.

Final summer farmers market at Backus

Lake View Farms will be on hand with seasonal fresh fruits, vegetables, herbs and eggs in the Backus courtyard from 11 a.m. to 2 p.m. on Oct. 13.