

HARRINGTON Health. Lines

Harrington
HOSPITAL
Total Local Care

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M O O R E N O T E S



Educating Staff on the Importance of Safety Procedures

Do you know what a near miss is? And do you know why you should report them? Senior Leadership has been making Patient Safety Rounds since January, evaluating our safety procedures, educating staff about near misses and explaining why near misses should be reported.

As part of Patient Safety Awareness Week, March 7-13, we will do additional work to educate our employees about near misses. Displays on tables and on signage around our two main campuses in Southbridge and Webster will explain that a near miss is when someone stops an action before a patient or person is harmed.

Why should we report them? "Because when everyone reports near misses, trends are identified and systems can be put into place to make everyone safer," says Peg Skowron, our Vice President of Quality and Patient Safety.

The goal of the first month of Patient Safety Rounds conducted by Senior Leadership (accompanied by the on-call administrator) was to explain to staff what we are doing and why. Those making the rounds were also looking for systems that need attention and tweaking, exploring staff's understanding of our non-punitive culture on reporting near-misses and other safety issues, and advising how staff can fix some issues themselves and how to avoid major harm to our patients.

Senior Leadership conducted five tours that covered 20 departments in January and found no near misses. They did find some areas in which we can improve and other areas in which good safety procedures have been put into place. Stay tuned for more information on our rounds.

Sincerely,

Ed Moore, President & CEO

Senator Moore Tours Webster Campus

State Senator Richard T. Moore, D-Uxbridge, spent Friday afternoon, Feb. 5, at the Harrington HealthCare at Hubbard campus as part of his "listening tour."

The senator met with Harrington Chief Operating Officer **Doug Crapser** and CEO **Ed Moore** and was given a tour through the campus, including its 24/7 Emergency Room, radiology department and renovated physician suite. The tour provided an opportunity to discuss the recent upgrades to Webster's technology and equipment, as well as plans for future cosmetic and medical renovations.



EKG Technician Terry Gervais holds the raffle basket as Senator Moore picks the winners in the Go Red contest at Webster.

While at the Webster campus, Senator Moore also celebrated National Go Red for Women Day with the cardiopulmonary staff. Senator Moore received a Go Red pin, and was even able to draw winning raffle tickets for prizes displayed during the day. ■

Harrington Helps Haiti



Sue Valentine and Dr. Michael Gaudet pack supplies to be sent to Haiti.

Harrington has been helping the victims of the Haiti earthquake. Much of the impetus behind our outreach comes from **Michael Gaudet**, our Infectious Disease and Emergency Care Center physician, who has worked to help the impoverished island nation for more than six years as part of the group Forward in Health.

"The poverty in Haiti is truly appalling," Dr. Gaudet said. "On a good day, life for most of the population is difficult, basic needs go unmet, health care is non-existent, and life is a struggle that few Americans can comprehend."

Dr. Gaudet, who collected the supplies with the help of many at Harrington, including **Sue Valentine**, Infection Prevention coordinator, has brought the supplies to a local office of *Forward in Health* so that they can be shipped to Haiti. Through Nutrition Services, Harrington employees and friends have also donated almost \$400 to help Haiti. Forward in Health is a non-profit organization whose mission is to improve the health conditions of the people of Fonde Fred, Haiti. This group is building a permanent medical clinic. If you would like to make a donation, go to www.forwardinhealth.org. ■

— SAVE THE DATE! —

— MONDAY, MARCH 15 —

Harrington Auxiliary presents a St. Patrick's Day Dinner Fund Raiser

At the Publick House, Sturbridge. Traditional Corn Beef & Cabbage: \$13 per person, all you can eat! Children eat for \$5. Entertainment: Teenage protégé Hunter Foote on the fiddle.

— SATURDAY, MAY 1 —

American Heart Association Heart Walk, Worcester. More info TBA

We Are Still Offering Flu Shots to Staff and Family

Although influenza activity has declined and we are lifting the restrictions on visitors, Harrington is still concerned that we could experience new additional waves of influenza over the next few months. CompreCare is offering vaccinations to staff and their immediate family. Call the office at 508-765-3093 or ext. 3093 for details. Protect yourself, your family and your customers! Flu season can last as late as May. We are also still monitoring flu activity on a daily basis and are in touch with the Department of Public Health for identification of any upward trending. ■

Lymphedema Program to Start at The Cancer Center

Harrington is launching a lymphedema treatment program at The Cancer Center at Harrington. Lymphedema occurs as a result of damage to or structural problems within the lymphatic system. The condition is most commonly found in women after they have had breast surgery for cancer. Symptoms include swelling of the hands and feet. If left untreated, the skin can harden and lose its elasticity. Untreated lymphedema can lead to infection and, sometimes, irreversible complications.

Harrington will offer a comprehensive treatment program intended to reduce the swelling and assist in the restoration of proper skin integrity and – most importantly – enable the person being treated to manage their lymphedema program at home. ■

WELCOME ABOARD

Melissa Blatt	Occupational Therapy
Belinda Cacciatore	Nursing - Med Surg
Donna Degraide	Pathology
Jill Eichner	Nursing - Med Surg
Destiny Espino	Environmental Services
Maxine Fairbanks	Cancer Center
Christal Fassett	Nursing - Med Surg
Marjorie Gessner	Nursing - Med Surg
Joseph Jefferson	IT
Diane Ketonen	Mammography
Dana Kohlstrom	Ultrasound
Edmund Langlois	Environmental Services
Wendy Letendre	Nursing Sitter
Erika Lima	Pt. Registration
Erin Maguire	Nursing Sitter
Paula McCusker	Fiscal Services
Jennawe Rolfe	Environmental Services
AnnMarie Skeeane	Nursing - Med Surg
Christin Smith	Charlton Lab
Shaukat Soofi	Nursing - Med Surg
Jennifer A. Stone	Nursing - Med Surg
Scott Taggart	Physical Therapy
Michelle Thibeault	Nursing - Med Surg
Elizabeth Williams	Nursing - Med Surg
Kathleen M. Williams	IT

Annual Gala a Great Success

More than 600 Harrington employees, physicians, board and Auxiliary members attended the 2010 Harrington Winter Gala on Friday, Feb. 5. Held at the Sturbridge Host Hotel, employees dressed to the nines – many sporting red attire in support of Go Red for Women Day – and enjoyed a night full of music, food and dancing.



Harrington employees were all smiles and dressed to the nines for the company gala at the Sturbridge Host.

DJ Champagne Toast provided the entertainment for the packed event, which gave the Harrington family a chance to mingle and enjoy time away from the hospital. Several cash prizes were awarded by Auxiliary President **Helen Santilli**, CEO **Ed Moore** and VP of Human Resources **Charlene Richard**. The grand prize – a week's stay at an International Interval Time Share – was awarded to **Deb Ferrari**, EAP Director.

"I want to thank the 3 Cheers Committee for all their efforts in planning a very successful Winter Gala," Moore said. "I also want to thank everyone who worked that evening to allow all the others to have such a good time. I am looking forward to next year's party." ■

Red Cross Collects 21 Pints at Employee Drive



Don Rivers, Director of Plant Operations, was one of many Harrington employees who donated blood at our blood drive.

Harrington held a Red Cross-sponsored blood drive for employees, family and friends on Friday, Feb. 5 at the Southbridge campus. A successful turnout allowed the Red Cross to collect 21 pints of blood for those in need.

Out of a total of 35 appointments, 27 donors went through the system. As added incentive, a raffle to win an iPodNano was held for those who donated. The winner was **Dennis Renaud**, who works in the Harrington HealthCare at Hubbard campus in Webster. Because the drive was so successful, administration is planning to hold another in late spring or early summer. ■

Students Tour The Cancer Center at Harrington

Students from Marianapolis Preparatory School in Thompson, Conn., and Trinity Catholic Academy of Southbridge toured The Cancer Center at Harrington and the first floor of the facility, Radiation Therapy Services, on January 27.



Diane Becquart (right) gives students at tour of The Cancer Center at Harrington.

"We know how important it is to receive quality, professional medical care when you or your family needs it the most," said **Diane Becquart**, Director of the center. "It was nice to be able to show these students that The Cancer Center at Harrington can offer treatment so close to home."

The students then presented a \$290 check for The Cancer Center at Harrington to Becquart from GirlPOWER, a group started by Trinity teacher Maura Powers. The group teamed up with Finally Lisa's hair salon in Southbridge and the salon's efforts to raise money for the center. ■