

HARRINGTON Health. Lines

Harrington
HEALTHCARE SYSTEM
Total Local Care

Volume 45

News for the Extended Harrington Family

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M O O R E N O T E S



Honoring Our Best With First Annual TLC Award

At Harrington, we often talk about our mission of providing TLC -- Total Local Care. We provide TLC by being truly local -- with physicians and services in many of the communities we serve.

We also speak of providing Total Local Care through our community outreach by offering free health screenings and sponsorship of events throughout South Central Massachusetts.

But what are the qualities that embody TLC? And who among us personifies TLC?

This year, for the first time, we asked our employees, volunteers, physicians and Board members to nominate a physician who they think most embodies TLC. We asked them to nominate someone who is available, caring, collegial, cooperative, promotes diversity, is flexible, shows integrity, leadership, reliability, quality, and safety in their practice.

Twenty-two physicians received nominations. They included new members of our Medical Staff, long-time physicians, private and employed doctors. We were truly heartened that so many members of our Medical Staff were nominated. A committee that includes our Chief Medical Officer, Dr. Arthur Russo, and the President of our Medical Staff, Dr. Endre Tamas, picked the winner.

We congratulate the winner of the First Annual TLC Award -- Cardiologist Paul Santolucito.

Many thanks to all of you who voted. And thanks to our Director of Physician Relations, Joan Menard, who came up with the idea of the TLC Award and who organized a wonderful Physician Recognition Evening at Harrington HealthCare at Charlton on October 19 to honor all our physicians and to announce this year's TLC Award winner.

Sincerely,

Ed Moore, President & CEO

Colognesi Elected New Chairman

Harrington HealthCare System elected **Theresa Colognesi** as Chairman of the Board and **Laurence Morrison** to the Board of Directors at its Annual Meeting Oct. 25 at the Publick House Historic Inn in Sturbridge.

Harrington also elected seven new Members to its 53-person Members (formerly known as Trustees) of the Corporation. The new Members are **Luis Aviles, Kim Cameron, Jose Dingu, Connie Favreau, Susan Gunnell, Maria Perez** and **Melissa White**.

"We have added several new Members to better reflect the diversity that we should be reflecting in the community," Harrington President and CEO **Edward H. Moore** announced at the Annual Meeting, which was attended by approximately 200 people, including Harrington physicians and members of the healthcare system's Management Team.

The Annual Meeting was called to order by outgoing Chairman **Ronald Carlson**, who completed his two-year term as Chairman of the Board and handed the reins over to Colognesi, who is employed by Savers Bank as Vice President of Human Resources. Harrington HealthCare System operates on a fiscal year that begins October 1.

Colognesi spoke of Harrington's continued focus on patient-centered care. "We create the future one patient at a time -- one good patient experience at a time," she said.

Carlson summed up Harrington's commitment to meeting the needs of the community despite the difficult economic times. "As other institutions have cut back, we have done the opposite," he said. "We have expanded our services to fulfill our mission of Total Local Care -- TLC." ■



Ron Carlson hands over the reins to Theresa Colognesi.

Harrington Receives the Martha May Eliot Child Advocate Award

— Maternity Staff Excels in Prevention of Shaken Baby Syndrome —

Harrington HealthCare is being recognized by The Massachusetts Citizens for Children for its consistently outstanding implementation and prevention of Shaken Baby Syndrome.

Ann Beaudry, B.S.N., R.N., Nurse Manager of Maternal and Children Services at Harrington HealthCare will receive the Martha May Eliot Award on behalf of the Maternity Staff on November 3 at the Courtyard Marriott Hotel in Boston. The event will include 150 health care practitioners and will focus on the medical, legal and preventive aspects of Shaken Baby Syndrome. ■



Hubbard Breast Cancer Walk

Harrington HealthCare at Hubbard held a very successful Breast Cancer 5K Walk/Run Event on October 2 at the Webster campus location. Nearly 200 walkers braved damp and drizzling weather to support care for those with the disease diagnosed in one in eight women. Participants received T-shirts, entered into raffles, and were emotionally joined by the powerful event. The generosity was stunning! Many donations were collected and partial proceeds will be given to the local American Cancer Society and The Cancer Center at Harrington. ■

Meet Our Compliance Officer, Paula McCusker

Q: So, what IS a compliance officer?

A: A compliance officer is someone who deals with hospital-related laws and business practices. There are many laws hospitals must comply with since hospitals are such highly regulated entities.

Q: What are some of your day-to-day tasks as a compliance officer?

A: A large part of my job includes overseeing the hospital contracting process for physician recruiting and personal services. This means I work closely with Senior Leadership and Physician Services staff. We ensure that each contract complies with criteria established by relevant state and federal law.

Q: What else do you do?

A: I am part of the Hospital Orientation team, helping to welcome new employees and providing education about the Hospital's Compliance Program. I am currently making rounds to Hospital Departments to meet existing employees and provide information about the Hospital's Compliance Program.

Q: How do other departments know if they need your assistance?

A: Contact me if you think I might be of service and I'd be happy to help or direct you to the person who can. I'd rather a coworker bring something forward to their manager or me and find out there is no compliance issue, than not bring the issue forward and we find out later that there is an issue that should be addressed. ■



— Paula McCusker

Paula can be reached at x2421 or by email at pmccuske@harringtonhospital.org.



Get Your Flu Shot!

Harrington is going to staff meetings to give our employees flu shots. Here, CompreCare nurse Arleen Smith gives Chief Operating Officer Doug Crapser a shot at a recent Senior Leadership Team meeting. All staff, including per diem, must be immunized or complete a DPH declination by December 1. As of October 16, 674 employees, or 58 percent of our workforce, have received flu shots. Eighteen employees, or one percent, have declined for medical reasons, an additional 33 employees have declined, and 443 employees, or 38 percent of our workforce, have not responded. (This does not include Harrington Physician Services or volunteers.) ■

WELCOME ABOARD

- Samantha Blanchard — Medical Assistant, HPS
- Marcia Buehner — Care Management
- Gwendolyn Bultron — Patient Registration
- Kori Chase — Radiology
- Laura Cowdell — Medical Surgical Unit
- Amanda Dicesare — Medical Assistant, HPS
- Debra Dimopoulos — Laboratory
- Arelys Sanchez Feliciano - GB Wells
- Megan Gagne — Laboratory
- Tammy Gevry — Laboratory
- Maureen Goodrow — Ambulatory Care Unit
- Nancy C. Gordan — Ambulatory Care Unit
- Sara Handley — GB Wells
- Kimberly J. Haynes — Physical Therapy
- Kimberly Hosker — Medical Assistant, HPS
- Laura G. Kaplan — GB Wells
- Christine Kleya — Laboratory
- Carolyn Koumbis — Emergency Care center
- Natalia Kucala — Medical Surgical Unit
- Lauren Langevin — Volunteer Services
- William Musoke — Inpatient Psychiatric Unit
- Lisa Radivonyk — Medical Records Clerk, HPS
- Ovidiu Ticlea — Education
- Elizabeth A. Weeks — Emergency Care Center

— In the Holiday Spirit — Gift Shop Holds Annual Holiday Sale; Auxiliary, Employees Build Gift Baskets

The Harrington Auxiliary will hold its annual bake sale and gift shop holiday sale on Friday, Nov. 18, in the Southbridge Campus Lobby. The bake sale runs from 9 a.m. until the goods are sold out, which is usually early afternoon; the gift shop holiday sale will be open 10 a.m. to 7 p.m.

The annual holiday sale has specialty items and décor not available throughout the year. There will be plenty of holiday gift ideas, including Demdaco, the Cat's Meow Village Collections, stockings and stocking stuffers, ornaments, wreaths and more. All proceeds from the sale go back to Harrington HealthCare.

In addition, Harrington will be collecting items through Nov. 11 for the annual Festival of Giving Trees gift basket raffle. This year, Harrington hopes to create one giant gift basket which represents the healthcare system as a whole. The festival, held at LaSalle at Notre Dame the weekend of Dec. 1, is a local fund raiser and holiday tradition. One-third of the proceeds are given to The Cancer Center at Harrington. The baskets will be raffled off the last day of the festival – Sunday, Dec. 4. Tickets will be on sale from Nov. 28 – Dec. 4. ■

Harvest Festival A Success



Rae-Lynn Salisbury and David Langevin from our Nutrition Department helped judge the Local Apple Pie Contest

Youth -- and talent -- took center stage at the Harrington-sponsored Harvest Festival on Sturbridge Town Common on Oct. 15 and 16. Harvest Festival's "Local Idol" contest, a talent show featuring 16 local singers, was won by 12-year-old Elise Hankis from Fiskdale, with 14-year-old Lauren Gerrish from Sturbridge taking second place.

The Local Idol contest and a Local Apple Pie contest, both new to the annual event this year, played off Harrington's tagline of **TLC -- Total Local Care**.

Harvest Festival, which drew roughly 10,000 people to the Sturbridge Town Common and the grounds of the Publick House Historic Inn, across Route 131 from the Common, served as a showcase for Harrington's offerings. ■