

HARRINGTON

Health.

Harrington
HEALTHCARE SYSTEM

Total Local Care

Lines

Volume 48

News for the Extended Harrington Family

January 2012



MOORE NOTES



Recognizing Employee Excellence And Soliciting Feedback

We are beginning a program of Senior Leadership Team rounds designed to recognize employee excellence.

In our rounds, members of Senior Leadership Team will recognize specific activities of individuals and departments which drive patient-focused care and improve the patient experience.

We will be reaching out to managers to learn of activities going on in their department or unit, as well as any particular staff member who should be recognized because of positive patient comments or other work that improves the overall environment for patients.

These rounds will also give employees the opportunity to approach members of Senior Leadership Team if they wish to discuss an issue with us.

It's a way for us to learn from the "front lines" of our healthcare system as well as to recognize all the good work that's going on in our units and departments.

Sincerely,

Ed Moore
President & CEO

Harrington Is Top Performer in Patient Satisfaction

Harrington Hospital's patient satisfaction scores in two key areas for the last quarter of 2011 were in the top 10 of Massachusetts hospitals as reported by Press Ganey, an independent healthcare survey company.

Harrington was rated fifth among Massachusetts hospitals for Hospital Environment, which includes cleanliness and quietness at night, and sixth among Bay State hospitals for the Responsiveness of Hospital Staff. Press Ganey surveys patients about their healthcare experience and compiles a score based on the surveys. Harrington's rankings are as compared with 35 hospitals in Massachusetts also surveyed by Press Ganey. Patients chosen at random receive a survey in the mail from Press Ganey and are asked to rate various aspects of their visit.

"All of us at Harrington -- physicians, nurses, clinicians, office staff, and executives -- take our responsibility to our patients very seriously," said **Kathleen Davis**, Vice President of Quality and Patient Safety at Harrington. "We work diligently each day to create an experience that exceeds our patients' expectations." ■

Psychiatric Emergency Services Celebrates 30 Years Of Service

Harrington's Psychiatric Emergency Services (PES), one of the few in-hospital psychiatric emergency departments in the state, celebrated its 30th anniversary in January.

Harrington PES, located in the Emergency Care Center of the hospital, offers emergency psychiatric services to anyone in crisis at any time of the day or night, seven days a week. Most other healthcare organizations contract with outside organizations to provide psychiatric emergency services. "Because Harrington PES is part of the hospital, we don't have to call anyone from the outside and wait for a clinician to arrive before our patients receive care," said **Susan Butler**, Director of Harrington PES. "Our clinicians who provide these services are experienced, caring people who have spent years helping others deal with family, personal and behavioral health crisis."

Jim Medlinskas, MSW, a clinician who was on staff the day PES opened in January 1982, is still part of Harrington PES and hopes to work here another 10 years or more. "Working here, helping people, gives me tremendous satisfaction," he said. "At the end of the day, you have a good feeling that you've helped someone who is in crisis." Jim said that keys to being successful are "good clinical skills, good organizational skills, the ability to work well with doctors and nurses, and the ability to stay calm under a lot of stress." ■

Harrington HealthCare Winter Gala Is February 10

The Harrington Winter Employee Gala will be held Friday, Feb. 10, at the Sturbridge Host Hotel. The annual event is a time to celebrate being a part of Harrington HealthCare. Cocktails will be served at 6 p.m., with dinner at 7 p.m. Dancing is from 8 p.m. to midnight. Prizes will be awarded throughout the night.

The first 200 employees to sign up will be entered into a drawing for an overnight stay with breakfast for two the night of the Gala. Tickets may be purchased through Volunteer Services or GB Wells in Southbridge, Registration in Charlton or **Amy Frink** in Webster. Employee tickets are \$5. Guest tickets are \$25. ■

Members of the Harrington Family had a great time at the 2011 Gala.



Family Birthing Center Receives State Award

The Family Birthing Center at Harrington has received an award from the Department of Public Health and the Massachusetts Breastfeeding Coalition for their efforts to educate new mothers about breast feeding. Several Harrington OB nurses have become certified breastfeeding counselors. Breast-feeding is always an agenda item at the department's monthly staff meeting, and finding new and better ways to help mothers be successful at breastfeeding is an ongoing department priority. ■



Cancer Center Donation

Needham-based Food Should Taste Good has donated \$2,500 to The Cancer Center at Harrington. Shown presenting the check to Harrington President and CEO **Edward H. Moore** are (on the left) **Mikaela Mendizabal**, Marketing Associate, and **Julie Vairo**, Customer Service Associate, of Food Should Taste Good. ■

WELCOME ABOARD

- Gary Blanchard ——— Recovery Services
- Monika Chojnacki ——— Nursing
- Simon Cormier ——— Interpreter Services
- Yaritza Diaz ——— Patient Registration
- Andrew Edney ——— Dietary Services
- Shannon Fogwill ——— Dietary Services
- Edmond J. Johnston Sr. - Nursing
- Cheri Klinghard ——— Wound Care Center
- Alyssa Kress ——— Nursing
- Christina Krueger ——— Diabetic Educator, HPS
- Feliks Kurilov ——— ECC
- Stephanie Larmee ——— Receptionist, HPS
- Spenser Love ——— Medical Records Clerk, HPS
- Marilyn J. O'Brien ——— Radiology
- Karen Olson ——— Surgical Unit
- Micaela Ortiz ——— Community Connections
- Devon Poirier ——— Psychiatric Unit
- Michael Ranniar ——— Psychiatric Unit
- Jennifer Reis ——— Receptionist, HPS
- Johaisi Reyes ——— Dietary Services
- Debra Rivera ——— Nursing

Cancer Center Blood Drive



Diane Bequart, Director of The Cancer Center at Harrington, goes over details of the Blood Drive held at The Cancer Center Jan. 19 with American Red Cross Team Supervisors **Susan Tower** and **Natalie Lacasse**. American Red Cross staffers took blood from 45 Harrington employees, family members and community members. The donated blood will go to the American Red Cross Blood Bank, to be used by area hospitals as needed. ■

Flu Shots Offered To Family Members

It is not too late to get your vaccination! Immediate family members of Harrington HealthCare staff can now receive free flu vaccinations at CompreCare. Please call 508-765-3093 for an appointment. CompreCare's hours are Monday-Friday 8 a.m. - noon and 1 p.m. - 4 p.m. Vaccinations are available for ages 3 and up.

Our effort to vaccinate employees is going well. As of January 11, 89 percent, or 1,012 Harrington HealthCare System employees, not including Harrington Physician Services or volunteers, have received flu shots. Three percent, or 40 employees, have declined, with two percent, or 25 employees, declining for medical reasons. Six percent, or 65 employees, have not responded. ■

Focusing On The Patient-Centered Experience

Harrington is working to improve the quality of the hospital experience for its patients through a joint initiative with Baptist Leadership Group of Pensacola, Fla.

Working with Baptist Leadership Group, which has a decade of maintaining the highest level of patient loyalty and satisfaction, Harrington will engage all areas of the hospital in improving patient experience as measured by HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems). A team from the Medical Surgical units, along with members from Administration and the Quality Department, are in the process of implementing best practices. We have seen noticeable improvements over the past several months and there is excitement about the progress being made. ■

Remembering Beverly Doolittle

Beverly Doolittle, who worked as a Physical Therapy Assistant (PTA) in Rehabilitation for more than 36 years before her retirement, was unexpectedly taken from us December 21. Bev was known and respected by many in the hospital. She opted to return on a part-time basis to help out. Her brother, **John Arsenault**, PA-C, who works in Orthopedics, has established a memorial scholarship fund in her name at Southbridge Savings Bank. Anyone wishing to donate may contact the bank directly. The scholarships will be used to promote and encourage those entering the field of physical therapy. ■



— Beverly Doolittle

Laboratory Offers Advanced Imaging For Cervical Cancer Screening

Harrington has joined an exclusive list of New England hospitals that implement the ThinPrep Imaging System in-house for cervical cancer screening. Approved by the U.S. Food and Drug Administration (FDA), it is the first fully integrated, interactive computer system that assists in the primary screening of laboratory ThinPrep Pap Test slides. The ThinPrep System improves the quality of the specimen, which can result in more accurate diagnoses and fewer unnecessary repeat tests.

Patients who receive pap smears at their primary care or OB/Gyn's office can have their testing sent to Harrington laboratories. Our technologists analyze the specimens using the ThinPrep Imaging System. Results are sent directly back to your physician. ■