

Winter
2020

A publication for Hartford HealthCare employees

moments

The Year in Pictures

Our photographers pick
their fav photos of 2019

Hartford
HealthCare



Also in this issue:

- Saluting our Vietnam veterans
- MORR help in the opioid crisis
- Celebrating the EMMies



HHC word search

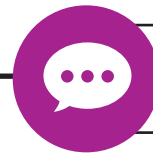
Find the 24 words related to Hartford HealthCare in the puzzle below. Words may be forward, backward, up, down and diagonal.

Solution on page 31

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|---------------------------|-----------------------|---------------------|
| 1. Backus | 9. Heart and Vascular | 17. MidState |
| 2. Behavioral Health | 10. HOCC | 18. Natchaug |
| 3. Bone and Joint | 11. Hospital | 19. Rehabilitation |
| 4. Cancer | 12. ICP | 20. Rushford |
| 5. Cedar Mountain Commons | 13. Independence | 21. Senior Services |
| 6. CESI | 14. IOL | 22. St Vincents |
| 7. Charlotte Hungerford | 15. Jefferson House | 23. Tallwood |
| 8. Hartford | 16. Medical Group | 24. Windham |

On the cover: Charlotte Hungerford Hospital maternity nurse Melissa Beecher, right, poses with her husband and twins. This picture of the Connecticut Hospital Association HealthCare Hero was a favorite photo of one of the system's photographers. For more favorites, go to page 8.



welcome



Welcome to our first edition of *Moments* magazine for 2020. I'd like to start by wishing each of you a year of wonderful experiences with your loved ones, colleagues and the people we serve.

This issue highlights our four 2019 EMMie Award winners and the impact that this program has had on our communities.

I am so proud of Ann, Lynn, Marisol and Thomas. Each put heart and soul into selecting a deserving charitable organization to receive \$25,000 from Hartford HealthCARES, and a special project to support with a \$250,000 grant. In total, they helped us give \$100,000 to institutions like the Connecticut Community for Addiction Recovery, and \$1 million to initiatives like a smart ICU at MidState Medical Center.

The EMMie Awards are more than a personal distinction. They reflect the soul of our system, and the common purpose we all share to make every moment matter. By honoring the few who are recognized for these exceptional efforts, we also honor the many: every member of this community doing the right thing, the kind thing, the best thing and the safe thing, every day.

We are now seeking nominees for our next EMMie Awards. Once again, we will choose a group of finalists representing our entire system, and four winners who exemplify Hartford HealthCare's core values. Please be sure to nominate your colleagues this month. You can visit HHC Connect to learn more about how to make it happen.

I hope you are as inspired by our EMMie Award winners as I am. They remind us that our goal to become No. 1 in customer experience by 2023 is not only something we aspire to, but something we are making happen with every extraordinary moment.

Sincerely,

Gerry Lupacchino

Senior Vice President

Experience, Engagement and Organization Development

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Moments is a quarterly magazine produced by Hartford HealthCare. Please send suggested story ideas for *Moments* to susan.mcdonald@hhchealth.org.

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Saluting our Vietnam veterans

By Ken Harrison

At a special ceremony in November, Hartford HealthCare honored several colleagues who served in the military during the Vietnam War. Here are the stories of three, their experience, how it shaped their lives and, ultimately, led them to the roles they are in now.



Hartford HealthCare President and CEO Jeffrey Flaks, right, congratulates Bill Kowalewski.

For **Bill Kowalewski**, the decision to enlist in the U.S. Army during the Vietnam War was made for two reasons, one patriotic and one pragmatic. Losing his father when he was just 12, Kowalewski remembers how hard his mother worked to support him and his sisters in Brooklyn, N.Y., and especially how much she wanted her son to go to college. When he turned 18, he had to decide whether to enlist in the Army or wait to be drafted. Knowing his service would help pay for college tuition and wanting to have the opportunity to serve his country, Kowalewski decided to enlist. In addition to paying for his education, the Army also gave Kowalewski one of his closest friends, who ultimately sparked his interest in healthcare. Today, he is the executive director of Southington Care Center, a 130-bed facility that specializes in short-term inpatient rehabilitation and nursing care, long-term care and outpatient rehab services. There, he cherishes opportunities to make meaningful connections with the people coming in for care.



For **Rusty Kimball**, it was his ambition to become a professional photographer that led to him join the Army. Following basic training, Kimball was sent to Walter Reed Army Medical Center in Washington, D.C., where he was a photographer at the Institute of Research. There, Kimball honed his skills taking pictures and making films about cutting-edge military programs focused on the safety, health and wellness of soldiers in combat zones. Five years later, Kimball took a job at The Hospital of Central Connecticut taking photos in the operating room and other clinical settings, before moving into his current role as photographer for Hartford HealthCare's Central Region.



For **Julie Van Elswyk**, a desire to pursue a career in nursing led her to join the U.S. Army Nurse Corps, where she gained valuable experience in a number of different clinical settings. After stints at both Madigan Army Medical Center and Walter Reed, where she helped open the military's first outpatient surgical unit, Van Elswyk became the nurse leader at Hartford HealthCare's Cedar Mountain Commons. She is currently a nurse liaison for Hartford HealthCare at Home.



Top, left, Rusty Kimball salutes during the ceremony, and, right, Julie Van Elswyk is congratulated by Hartford HealthCare President and CEO Jeffrey Flaks. In the bottom photo, from left to right, are: Sherri Vogt, Julie Van Elswyk, Charles Johnson, III, James Baranowski, James Taylor, Willie Simmons, Ray Baldwin, Roger Moscatier, Rusty Kimball, Steve McCarty, Bill Kowalewski, Larry Sekscenski, Major Dan Eddinger, CT MOPH Commander, HHC President and CEO Jeffrey Flaks, Hartford HealthCare at Home VP Laurie St. John.

Photos by Chris Rakoczy



Hartford HealthCare's photographers are all over the place, documenting momentous occasions and small, meaningful snippets in the life of our system. We asked them to look back at 2019 and share their favorite images. From the hundreds they take, these are the ones they chose and why.

Photos by Chris Rakoczy

Passing the time

Cancer sucks. It has touched my immediate family twice. I can appreciate the value in being able to face it with loved ones and gain some sense of normalcy throughout treatment. In this case, it's simply by playing a game of chess with a friend.



Neither rain nor tornado warnings

The skies looked ominous and tornado warnings were issued at the grand opening of the HHC HealthCenter in Manchester, but the event wasn't cancelled. It was moved indoors. The experience reminded me how the care we provide doesn't get canceled either — that there are always, ALWAYS people throughout our system caring for patients whose injuries and illnesses don't get to be postponed by inclement weather.

Stars Dancing for Parkinson's

This is a meaningful image because cancer and Parkinson's have affected my immediate family. And it was just plain fun to see East Region President Donna Handley win the Stars Dancing for Parkinson's fundraiser last spring.





**Photos by
Jeff Evans**

Little red hats

As part of the American Heart Association's Little Hats, Big Hearts campaign during American Heart Month in February, little Adrianna Holmes, daughter of Alivia Wooten and Chad Holmes of Canterbury, was given a red hat as part of her official welcome at Backus Hospital. Adrianna slept through the whole thing!



Hard at work

I always enjoy the chance to be in the operating room for a photo or video shoot. Here, Neurosurgeon Mark Hornyak, MD, left, and orthopedic surgeon Michael Halperin, MD, right, perform a surgical spine procedure, with the help of images taken with the robotic O-arm for pinpoint accuracy.

A team approach

The Hartford HealthCare East Region was well represented during the 2019 Eastern Connecticut Heart Walk in Uncasville. There's nothing fancy about this photo, although I created it using three or four separate frames combined into one panoramic shot. What I like about it is the feeling of teamwork and support for a good cause.





**Photos by
Rusty Kimball**

High tech, high touch

Everyone loves baby photos. What's not to like? I've taken lots of them during my career as a healthcare photographer, but never like this. What is different about this photo is the combination of high tech and high touch in The Hospital of Central Connecticut's Neonatal Intensive Care Unit. Despite being surrounded by a maze of monitors, wires and technology, mom, with the nurse's reassuring hand on her shoulder, is able to put her hands through the openings on the incubator and touch her baby. Now that's a fitting "moment" for *Moments* magazine!



The healing power of music

Billy Joel once said, "I think music in itself is healing. It's an explosive expression of humanity. It's something we are all touched by. No matter what culture we're from, everyone loves music." That's why I like this photo. It shows Laura Famulare, part of the Music Therapy Program "Soundtrack of My Life," making a meaningful connection with one of our Jefferson House residents. You can see not only the joy on both their faces, but, as Joel said, the "explosive expression of humanity."

Noble service

As a Vietnam veteran myself, this picture hits home for me. Everyone should respect and honor those who serve their countries, and this wasn't always the case after Vietnam. It gave me great pride to take this photo, and capture the moment when World War II veteran John Faenza, a Cedar Mountain Commons resident who participated in a heroic mission in Normandy, received the French Legion of Honor Medal.





Bridging the gap to better health

By Chris Wojcik

Hartford HealthCare clinicians and staff are dedicated to providing the highest level of medical care for patients. But what happens when social factors such as hunger, homelessness, transportation challenges or child care issues negatively affect a patient's health?

To bridge this gap, Hartford HealthCare partnered with the national online service Aunt Bertha to develop Connections That Matter. The new online platform helps clinicians connect patients with an array of community resources addressing vital social determinants of health — such as housing, employment or food — that can have a significant impact on a person's physical and emotional well-being.

The pilot — the first of its kind in the area — launched in August at 12 Hartford HealthCare Medical Group practices throughout Connecticut, and the Hartford Hospital Emergency Department. Trained staff screen and identify patients to determine if social issues are contributing to medical problems. If necessary, an electronic referral is sent to the appropriate community resource for support.

Although it's still early, staff has made as many

as a dozen referrals a week, with searches for community services increasing every month. The areas of greatest need include emergency food (20 percent of all searches), housing (18 percent) and transportation (13 percent).

Jennifer Pothen, MD, a primary care physician in Norwich, used Connections That Matter to help a mother with a son who uses a wheelchair get transportation to medical appointments.

With the help of Connections That Matter, Dr. Pothen referred the woman to a local service that provides people with special medical transportation.

"There are a plethora of needs in our community and it is heartening to know that as a primary healthcare provider, my staff and I have the opportunity to help improve our patients' quality of life," she explains. "By allowing us to send electronic referrals, we can answer the question, 'Have we helped?' This is something we have not been able to do in the past."

Hartford HealthCare will continue to roll out the program to more locations throughout our system of care. The goal is full integration by the end of September 2020 — one more way to provide access to programs that help people live their healthiest lives.

Check it out: ConnectionsThatMatter.org

Photos by Jeff Evans



Left: Dr. Jennifer Pothen, right, talks with nurse Erin Yuhas, left, and medical assistant Hannah Goodale in her Norwich office about referrals to local services for patients needing help. Right, she looks at computerized services for patients with Cynthia Hines, PSC.



Serving the community's most vulnerable

By Anne Rondepierre-Riczu

"That which you do for the least of my brothers, you do for me" embodies the spirit behind St. Vincent's Medical Mission at Home, an annual day of service established in October 2015 that has grown steadily each year.

The goals of Medical Mission at Home are to provide access to medical care and other necessary services for Bridgeport's most vulnerable, underserved and homeless residents. An interdisciplinary team of hospital leaders planned for six months to model St. Vincent's Mission after a similar one held each year in Nashville, creating a "field hospital" that oversees medical, nursing, pharmacy, logistics, volunteers and other key teams.

Since then, the mission has touched 1,500 of Bridgeport's most vulnerable homeless and underserved people, giving free services such as prescriptions, vaccinations and flu shots, haircuts, podiatry services, foot washings, behavioral health services and mammogram scheduling.

Those who attend receive lunch, new coats and winter gear, shoes and socks, reading glasses, toiletries, blankets and books. Physicians and nurses volunteer to provide medical exams and point-of-care testing for patients who are then referred to primary care physicians for follow up.

On November 2, the 2019 Mission was held at Cesar Batalla School, serving 500 people. Most of the nearly 450 volunteers participating were employees. Also participating were St. Vincent's



Women try on winter coats, above left, to see which they might want as part of the annual St. Vincent's Medical Mission at Home. Above, right, volunteer doctors greet a woman who has come for a medical exam.

Submitted photos.

affiliate community physicians and medical, nursing and pharmacy students. St. Vincent's Foundation underwrites the approximate \$20,000 cost of the hundreds of hours that go into event planning.

Several community partners collaborate each year to provide additional resources, including: Bridgeport Health Department; Hope Dispensary of Greater Bridgeport; Greater Bridgeport Transit; United Way; and the Southwest Community Health Center.

"Each year, the Mission makes a real difference. In 2019, three patients who presented in immediate need of emergency treatment, including a potential suicide, were transported for care. Their lives could have taken a different turn had they not been at the Mission that day," said Dianne Auger, Fairfield Region vice president of strategy and regional development and president and CEO of St. Vincent's Foundation.

The mission by the numbers:

- 5 years serving the community
- 1,500 of our most vulnerable neighbors reached
- 450 clinical and non-clinical volunteers

Watch videos of the Mission

[hartfordhealthcare/missions](https://www.hartfordhealthcare.com/missions)



Volunteers offer free haircuts, foot washes and healthy snacks.

Submitted photos.



EMMie Awards

recognize link between engagement and experience

By Matt Clyburn

We've all known someone who seems to be incredibly engaged: That person who feels emotionally connected to where they work and what they do, who volunteers discretionary effort constantly or sets time aside to coach and mentor others.

When you work with someone like that, it makes your work more fulfilling, and makes even the most difficult situations a little easier to manage. Research tells us that engaged healthcare employees also provide a better experience to patients, families, visitors and other members of the community.

As Hartford HealthCare works toward its goal of being No. 1 for customer experience by 2023

(#123), nurturing an engaged workforce is more important than ever. Last spring, we launched the first EMMie awards, backed by a \$1.1-million system investment. The awards are named for our experience promise: Every Moment Matters.

Last April, 29 finalists and four winners were recognized. The awards honored colleagues making a positive impact by putting a specific Hartford HealthCare value into practice. But, the EMMie Awards aren't only a trophy. The honor comes with two remarkable ways to make a lasting impact.

First, Hartford HealthCare donated \$100,000 to healthcare-related charities — four \$25,000 donations — to honor each EMMie winner. Next, system leadership allocated \$1 million to projects within Hartford HealthCare to help make every moment matter for our customers — that's \$250,000 in honor of each winner. The winners have allocated their donations and their projects are underway as we look forward to recognizing our 2020 EMMie winners in April.

**Congratulations to our
2019 EMMie Award winners!**





Excellence in Practice EMMie Award for Continuous Improvement

Ann Vale

Nurse Manager
Hartford Hospital



Charitable donation: American Heart Association

The American Heart Association plays a key role in funding research, programs and services about cardiovascular health. They also support education by teaching people about how to reduce risk. "I have spent more than 30 years working in the field of cardiac surgery," Vale said. "I have seen real progress toward improving quality of life for the sickest heart patients." Her choice will help ensure this progress continues.

Hartford HealthCare project: Music therapy at Hartford Hospital

Vale's project will bring the healing power of music to Hartford Hospital patients. She is researching the best way to make this a reality, working with advanced practice nurses Kristin Moquin and Bliss DaSilva, who are advocates of holistic care. "Research demonstrates that music therapy is beneficial to relieve pain, anxiety and helping patients sleep," she said. "Ideally, this project will include a research component to build more evidence on the benefits of music therapy and how it can be used most effectively."

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Great Catch EMMie Award for Safety

Lynn Kalinowski

Registered Nurse
MidState Medical Center

Charitable donation: Food Allergy Research and Education

Food allergies affect one out of every 13 Americans, including Kalinowski and her 4-year-old son. "Food Allergy Research and Education not only conducts critical research," she said, "they also offer a wealth of information through webinars, conferences, publications and clinical trials. With so many people affected by food allergies, we can be sure that the patients of Hartford HealthCare can benefit from all the resources they provide." With more research, she hopes we can continue learning why the number of people affected by extensive food allergies has been skyrocketing in recent years.

Hartford HealthCare project: State-of-the-art 'smart' intensive care unit (ICU) for MidState Medical Center

Most ICUs are built using decades-old design practices. When things get busy in the room, the result can be chaotic: disorganized medical devices, tangled wires and dozens of alarms competing for the team's attention. "Smart" ICUs are designed to focus on functionality, ease of use, healing, safety, infection control, communications and connectivity. "I am working to transform the nine-bed ICU at MidState into a smart — or technologically advanced — ICU," she said. "Through advances in technology, we can make the patient and staff experience in critical care more comfortable and streamlined."



**Customer's Choice Award
for Creating an Exceptional
Experience**

Thomas Buczynski

Staff Nurse
The Hospital of Central
Connecticut

**Charitable donation: Connecticut Community for Addiction
Recovery (CCAR)**

A grassroots organization started more than 20 years ago, CCAR's mission is assisting people going through drug and alcohol recovery. Many coming to the acute behavioral unit where Buczynski works are desperate to get into treatment. "Our nursing staff calls CCAR and a recovery coach meets with the patient within a matter of hours," Buczynski said. "After assessing the patients' needs, they are often able to get them into the appropriate programs right away. I have nothing but the utmost respect for the organization and we are so grateful for the work that they do."

**Hartford HealthCare project: Patio to allow outdoor recreation
for behavioral health patients at HOCC**

Being in an inpatient psychiatric unit can be an unnerving situation for patients. "While we have a beautiful, state-of-the-art facility at HOCC, it can become claustrophobic to patients — particularly to those who have been there for a long time," Buczynski said. "Patients often talk about how they would like to get fresh air and there is currently no way to enable this to happen." His project will construct an outdoor balcony or patio space where patients can enjoy the therapeutic benefits of fresh air in a safe, enclosed area. "I am very excited about this project and I firmly believe that it will be an asset to the patients as part of their psychiatric care," he said.



**Caught in the Act Award
for Integrity**

Marisol Caraballo

Housekeeper
Natchaug Hospital

Charitable donation: Autism research and programs

Caraballo's relationship with her grandson inspired her to think about contributing her share of the EMMie award to an organization focused on autism. Her first-hand experience, with her grandson and autistic children on Natchaug's inpatient unit, gives her an appreciation for the impact of the right support and programs.

Hartford HealthCare project: Playground at Natchaug

Whenever Caraballo isn't at work, she's spending quality time with her seven grandchildren, ranging in age from 2 to 17. She understands the value of play and wants to make sure the children at Natchaug have a clean, safe place to be a kid. "I spend a lot of time with our young clients and their families, and sometimes they just need to have fun together," she said. "I hope this playground will be a nice way to makes things better for the young people who visit us."

2020 Nominations

Nominations for this year's EMMie Awards started rolling in on January 16. Visit hartfordhealthcare.org/emmies2020 to learn how to nominate a colleague who makes every moment matter.

Every day, our team does amazing things to benefit patients and the community. Email your moments that matter to susan.mcdonald@hhchealth.org.



MOMENTS THAT MATTER

Music to his ears

Dr. William Horgan, medical director of quality and safety for the East Region, believes in the healing and persuasive power of music and is putting his talents to good use for the benefit of patients and staff.

During an East Region leadership forum, the guitar- and ukulele-playing Dr. Horgan “rocked out,” jamming Queen’s “We Will Rock You” on his electric guitar to make a point about the importance of hand hygiene. Hand hygiene, he said as leaders clapped along to the song’s “thump, thump, thump,” should be as second nature as remembering the beat to a familiar rock anthem. They got the message.

A practicing emergency physician, Dr. Horgan’s musical talents are even more powerful at the bedside. On a recent Thanksgiving, one of his patients, a 76-year-old grandmother, was diagnosed with terminal pancreatic cancer. It was a crushing blow to the family during what should be a festive



Photo by Jeff Evans

Dr. William Horgan strums a tune on his ukulele and check him out jamming to his electric guitar about hand hygiene at Leadership Forum — hartfordhealthcare.org/guitar

time of year. Following through on his clinical duties, he quickly facilitated the transfer of the woman to Hartford Hospital for a stent to help relieve some of the effects of the cancer.

Feeling a powerful connection to the patient and the family, Dr. Horgan began a months’ long personal follow-up that included being what he called

the woman’s “personal healthcare navigator.” He answered her questions and made recommendations about her care. And, because he knows this was such a vulnerable time for the dying woman, he even accompanied her to some chemotherapy treatments, playing his ukulele and singing to help ease her fears.



Photo courtesy of CCU staff

Keith Milton and Carrie Taylor were married at her mother’s bedside.

They do!

Carrie Taylor of Norwich was set to walk down the aisle with the love of her life, Keith Milton, on Saturday, October 12.

Sadly, her mother was a patient in the Backus Cardiac Care Unit and couldn’t attend. Knowing how much it means for a bride to share her wedding day with her mother, staff from

the unit and Food and Nutrition brought festivities to the bedside two days before.

The room was decorated, a cart with tarts and sparkling cider arrived and a pastor performed the ceremony on the spot — yet another example of making Every Moment Matter!

— Steve Coates



Blending care for behavioral and physical needs

As if struggling with chronic medical illness is not challenging enough for young adults, research shows they are also far more likely to develop mental illness than those not facing physical challenges or limitations.

A two-year research study by the Cambridge Health Alliance followed 48,000 youth between ages 6 and 25 who did not have a mental health diagnosis. Approximately 14 percent had a chronic physical health problem requiring ongoing treatment or posing limitation on their lives. Youth with chronic health ailments, such as asthma or diabetes, are 51 percent more prone to anxiety, 70 percent more prone to mood disorders like depression and 54 percent more prone to behavior disorders.

“This aligns perfectly with what we’ve been seeing in our work with youths,” said Dr. David Bendor, clinical coordinator of the new Young Adult Medical Track at Hartford HealthCare’s Institute of Living. “Significant medical conditions often cause mental health challenges for these young people and, sadly, the effect of not addressing mental health issues is that it becomes more challenging for young adults to ensure that their medical needs are met. They may skip medications or medical appointments, or take other risks with their health.”

At the Young Adult Medical Track, the team — two psychologists, a psychiatrist and a nurse — work collaboratively with the young adults and their primary care, subspecialty and mental health providers to integrate care and support for both the body and mind.

The program combines individual, group and family therapy with medication management. Participants interact with peers facing similar struggles to explore the losses or limitations posed by their medical conditions while navigating the transition to adult roles. They attend three groups a day, three days a week for six to eight weeks.

—Susan McDonald

For more information on the program, go to instituteofliving.org/youngadultmedical



Above: Joe Voelker, left, presents a certificate to Cheryl Womack. Right: Lynnette Stokes, left, shares a hug with Karen Kangas.



Photos by Chris Rakoczy

Leading through recovery

The Hartford HealthCare Behavioral Health Network (BHN) celebrated its first-ever Recovery Leadership Academy graduation in October at the Institute of Living in Hartford.

Recovery Leadership Academy — an 80-hour training — prepares people in recovery from mental illness and addiction to become certified recovery support specialists. These specialists draw on personal experience to provide support to those currently in treatment.

“I’ve seen it over and over, and now research is proving it works as well,” said Pat Rehmer, president of the BHN. “People can and do recover, and people who are in recovery can help.”

—Susan McDonald

For information on joining a future Recovery Leadership Academy, go to <https://hhcbbehavioralhealth.org/programs-services/recovery-leadership-academy>

Man visits hospital, wins prize!

A Hartford man had reason to celebrate after leaving Hartford Hospital in late summer. According to CT Lottery, Justin Rodriguez won \$15,508 playing the Play4Day game with a lottery ticket purchased in the Auxiliary Store. It wasn’t the first time a big payday originated at the shop. Last year, a lotto player won \$10,000 there.

—Pamela Cruz



Keith Bunnell shared his recovery story at Natchaug Hospital's annual reception.

Patient 'lucky to be alive'

After 40 years of often heavy drinking, Keith Bunnell was diagnosed with pancreatitis and told if he didn't stop he'd be dead in six months. He quit for a week.

Four months later, the electrical designer and father of four had a worse bout of pancreatitis. He spent four months hospitalized after three surgeries and a LIFE STAR flight to Hartford Hospital. Then, at home, he had a heart attack.

"None of this was enough to stop me from drinking," said Bunnell, speaker at Natchaug Hospital's annual reception. "This disease is horrible."

On the last of six trips to the Backus emergency department, staff said, "We can't help you anymore. Only you can help yourself."

A Natchaug recovery support specialist in the ED vowed to get him into a substance abuse program. The next day, he got a call from Rushford in Middletown asking if he could be there at 9 a.m. — the time he'd usually be at the package store as it opened.

Something clicked, though. He spent five days in Rushford detox, 21 days in its residential facility and more in Natchaug's CarePlus intensive outpatient program, where he learned coping skills for recovery.

There's no more deceiving his colleagues, family or himself. He is honest about his disease and feels healthier than he has in years.

"They kept telling me I could make it. I finally began to believe that," he said. "I am lucky to be alive."

—Shawn Mawhiney

To read Natchaug Hospital's annual report, visit <https://natchaug.org/annualreport>

Bringing more expertise and access to Mystic

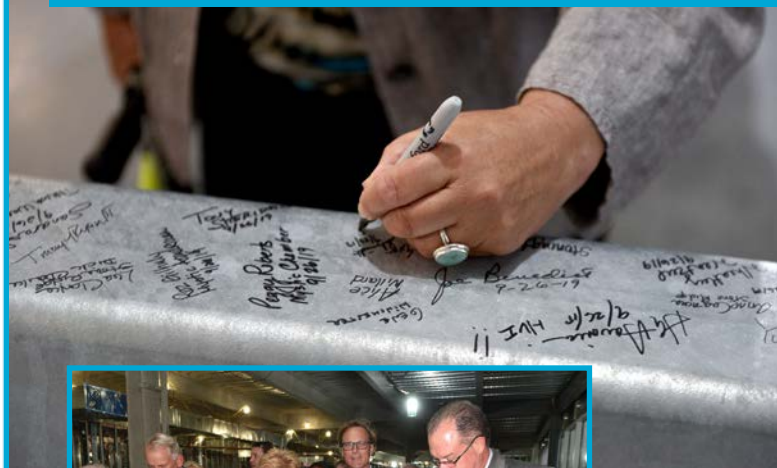
More than 75 community members, officials and Hartford HealthCare leaders braved the rain for a beam signing event at the site of the future Mystic HealthCenter.

The 47,000-square-foot development off I-95 and Coogan Boulevard in the Mystic section of Stonington is scheduled to open in winter 2020 and will include:

- Neuroscience services for movement disorders, neurosurgery and pain management
- Cardiology services including vascular surgery, electrophysiology and heart failure specialists; diagnostic testing, such as stress, echocardiogram and CT; a vascular lab and pacemaker clinic.
- Imaging (X-ray, MRI, CT and ultrasound)
- Physical therapy and rehabilitation services
- Primary care and concierge medicine

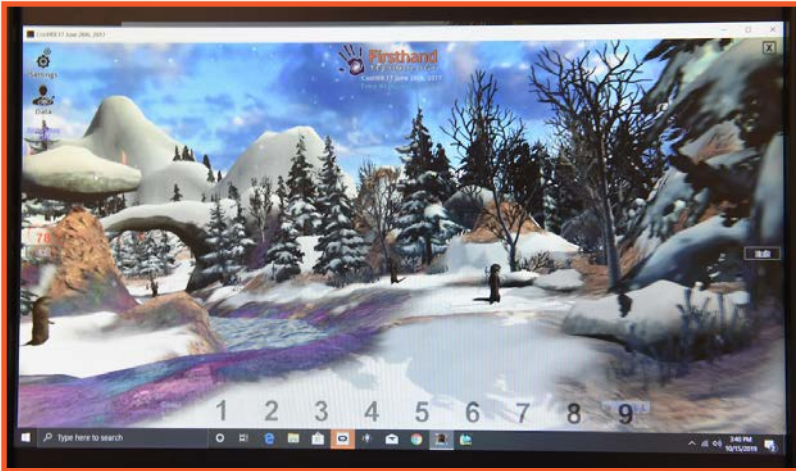
—Steve Coates

View a live construction cam at HartfordHealthCare.org/Mystic.



Photos by Jeff Evans

Officials sign a steel beam that is part of the new Mystic facility.



The new reality for less pain

Hartford HealthCare Ayer Neuroscience Institute's Dr. Adrian Hamburger offers virtual reality (VR) technology as non-narcotic pain management in his Westerly, R.I., office.

In two weekly treatments lasting about 20 minutes each, patient Christine Chiappone dons a VR headset in an exam room outfitted with computer hardware and sensors. As a result, pain she reported at 8 to 10 dropped to 2 or 3 and she could be more active.

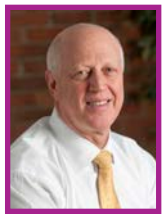
"I have pain-free days now," she says.

Dr. Hamburger, who will see patients in the new Mystic HealthCenter set to open in 2020, is one of only a few doctors on the East Coast using VR as a regular treatment method for pain management.

—Elissa Bass

To read more, visit healthnewshub.org and see the virtual reality goggles in action at hartfordhealthcare.org/goggles

CHH leader leaps into action



As Charlotte Hungerford Hospital president, Dan McIntyre comes in contact with patients regularly, but never like the morning of October 22.

On the way to work, McIntyre came upon a car crash on Route 44 in New Hartford where a vehicle had flipped on its side with a woman trapped inside. With an unidentified good Samaritan, he pulled her out of the wreckage.

"He's an angel," said the driver, Trish Hill, who said she lost control of her vehicle when another car veered into her lane.

The fact that McIntyre took a different route to work that morning made the rescue even more miraculous. He credited his career and life experiences with enabling him to be there for people when they need it.

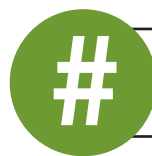
"I can't thank them enough," said Hill, who was banged up but otherwise OK.

—Shawn Mawhiney



Three meals a day, seven days a week adds up.

See what the Hartford Hospital cafeteria crew is cooking up and stocking its kitchen with every year, by the numbers...



BY THE NUMBERS

More than
2.7 million
meals



12,428
gallons
of soup

89,672
hamburgers



29,100
pounds
of french fries

358,800
8-ounce
water bottles



101,920
pounds
of bananas

53,144
pounds
of lettuce



76,496
pounds
of local produce
purchased

Knowing the recipe for success

Matthew Liles, a cook in Hartford Hospital's Food & Nutrition Department, not only knows the recipes to make culinary favorites in the cafeteria, he also has the ingredients to make his coworkers smile.

Liles, who has worked at Hartford Hospital for more than 15 years, was named 2019 Hartford Hospital Employee of the Year. He was chosen from 40 nominees and nine finalists.

In his nomination, his colleagues said he always provides an exceptional experience and greets almost everyone by name and with a smile. The adjectives used to describe him include kind, generous and hard-working.

"I want to make a difference and serve you," he said. "My job is to love you. The food is secondary."

Employee of the Year finalists were interviewed and the winner selected through secret ballot. Hartford Hospital's Employee of the Year is sponsored by the Employees' Council.

—Pamela Cruz



Food & Nutrition whips up national recognition

When it comes to food and customer service, Hartford Hospital is making a name nationwide.

The Food & Nutrition Department topped more than 700 hospitals across the country to be named "Account of the Year" by Compass One, the vendor which manages our food service department, as well as those at healthcare heavyweights, such as the Mayo Clinic and Cleveland Clinic.

"This really puts Hartford Hospital Food and Nutrition on the map," said John Price, senior director of Food and Nutrition who oversees Hartford's department for Compass One. "I never thought this transformation would happen in such little time."

—Pamela Cruz



Matthew Liles, left, and the entire Hartford Hospital Food & Nutrition team, above, had a lot to celebrate.

Photos by Chris Rakoczy



Supplying ‘MORR’ expertise in the opioid crisis

By Susan McDonald

John Potter squatted in the grassy yard of a three-family Meriden home, close enough to chat with Neal, a man stretched out for what he called “a siesta.”

“Neal, why are you lying here?” Potter said gently. “Do you think you should go to the hospital?”

The Rushford clinician was riding the streets of Meriden with Police Officer Garrett Ficara as part of the Meriden Opioid Referral for Recovery (MORR) partnership when they heard about a man down. They rushed over, concerned about a possible drug overdose.

Neal consented to go to MidState Medical Center. Just a year earlier, before MORR started, Potter wouldn’t have been riding with Ficara and there would be no way to know whether people such as Neal ever made it to treatment.

“I used to feel that a lot of people get lost after we deal with them,” said Ficara, who felt called to public service after growing up with parents in healthcare. His mother, Cheryl, is chief nursing officer and vice president of patient care services at Hartford Hospital, and his father, Robert, is a physician assistant in cardiac surgery. “A lot of people want help, but the streets take over.”

Through MORR, Meriden’s first responders are connecting people with opioid use disorder (OUD) to help at Rushford. The program, funded by a \$2 million federal grant, provides first responders with training and Narcan kits to reverse opioid overdoses. Those who want treatment are connected with Rushford for services.

“The purpose of the MORR project is to streamline the path to recovery for people with OUD,” said Jessica Matyka, LCSW, director of crisis

services and community programs at Rushford.

In the first six months, 52 referrals to Rushford treatment programs were made by MORR teams in Meriden, an area hit hard by the opioid crisis. In addition, Matyka said Rushford’s Prevention Department has trained 117 first responders in Mental Health First Aid and six in the CIT model.

Officer Michael Shedlock said police try to be compassionate and understand that OUD often starts when people seek relief for injuries.

“They start opioids for the pain then move to heroin. Then they’re spending everything they have on it, and wind up homeless,” explained Shedlock. “It’s sad to see so many people in such bad places.”

At one fire station, Potter talks with firefighters, who are often the first on the scene of an overdose, about the challenges of using Narcan, especially when the victim has suffered repeated overdoses.

Potter and Megan Fitzsimons, a Rushford prevention professional, also visit motels to hand out business cards, teach staff to administer Narcan and talk about recovery.

“I will train your staff in a heartbeat,” he told the manager of one motel, where a woman recently overdosed.

Later, he explained, “I just started going places where clients had overdosed or frequent, recognizing the need to educate on overdose or withdrawal symptoms and Narcan use. For the most part, people are receptive.”

For first responders like Ficara, MORR resources are welcomed.

“Mental health is one of the biggest things we have to deal with. It really helps to have MidState and Rushford helping us,” he said. “Cops may not seem like they care, but it’s good to know that what we’re doing matters, that we’re helping people.”



The MORR team from Rushford, top left photo, includes John Potter and Megan Fitzsimons. They take Narcan and other life-saving materials into the community, working closely with Meriden's first responders and training people like women running a shelter near the downtown area how to use Narcan. The goal is to connect people with substance use disorder to Rushford's services when they want to become sober.

Photos by Jeff Evans



Hartford HealthCare might be where we work, but when we asked you about where you find fun, relaxation or deeper meaning in your lives, we were astonished at the variety of hobbies and avocations you pursue in your spare time. Here are a few of those stories, and we'll have more in upcoming issues of *Moments*. [To share your hobby, email susan.mcdonald@hhchealth.org](mailto:susan.mcdonald@hhchealth.org).

Dr. George Skarvinko
Pediatrician, Integrated
Care Partners
—Abstract painter

How long have you been painting?

My mother had a deep interest in art, and instilled that in me. I've been taking regular weekly painting classes for 15 years.

What inspires you as an artist?

I am inspired by the environment — the multitude of things around me. I gravitate to textures, colors, the ocean, shapes and found objects. Many of my works include materials I collect — beach treasures, cloth, bags and interesting textured items, like mesh produce containers.

What is your medium?

I work primarily in acrylic and plaster, but my art contains any combination of the materials I have on hand plus drywall compound.

What made you choose abstract art?

I am drawn by the idea that abstract art isn't something that has been seen before. Landscapes, portraits, still life — we see those things as they appear. But abstract art is one-of-a-kind.

How do your young patients relate to your artwork?

It is exciting to see them react to art. They don't have the "adult experience" and their answers are always honest and revealing. Art is very important

for brain development, and a young person's interaction with art is always fun to witness.

How would you describe your artwork?

I would say it is uplifting. Each piece is a feeling on canvas.

—Brenda Kestenbaum

Marianne Roth
Medical assistant, Avon
—Knitter

How did you start knitting?

About 15 years ago, we moved to Connecticut from New Jersey and I had a tough time adjusting. What started as a new hobby changed my life.

How has your craft evolved?

From traveling hours to fiber festivals to finding new places to stash my yarn, knitting has really influenced my life. Five years ago, I started a small knitting group at church to make prayer shawls for nursing home patients. More than 200 shawls later, the eight members still donate pieces every few months. We also donate hats, scarves and mittens to a Hartford soup kitchen.

What do you like most about knitting?

Many studies call knitting therapeutic and I agree. Sitting



Pediatrician Dr. George Skarvinko decorates his office with his paintings.
 Photo by Rusty Kimball

down to knit was solace when I struggled with anxiety and depression. It allows me to focus on something from start to finish, slowing my heart and head. The concentration knitting takes to remember what row I'm on and what stitch I'm doing leaves little room for outside noise. Knitting is my meditation.

Why is donating these items important to you?

There have been times I feel there is little I can do when hardships arise for those I love. However, in knitting a shawl, I intentionally infuse each stitch with hope, warmth and compassion. There is nothing like receiving a homemade gift.

—Susan McDonald



Marianne Roth found friends and a special purpose in knitting.

Photo by Chris Rakoczy



Photo by Chris Rakoczy

Diane Novitch has more than 1,000 pieces in her doll collection.

Diane Novitch Histotechnician, Hartford Hospital —Doll collector

When did you start collecting dolls?

I started collecting in 1989 after seeing a book in the bookstore about Barbie's 30th anniversary. In the book, I recognized dolls and outfits that I had as a child, which caused me to rummage through my closet and find a few of them. From there, I discovered doll shows and Ebay and sought to buy perfect, never-removed-from-box (NRFB) and mint-in-box (MIB) examples.

Eventually, I started to attend several National Barbie Doll Collector's Conventions. Today, not only do I collect Barbies, but also other offerings from the major toy manufacturers of the Baby Boomer era such as Ideal, American Character, Effanbee, Madame Alexander and Horsman.

Why do you collect?

My nostalgia for the 1960s and

1970s drives me to collect, plus I love beautiful objects in pristine condition.

What is your favorite(s) in the collection?

I can't pinpoint one favorite, but I gravitate to Barbie's modern cousin Francie and her sister Skipper.

How many do you have in all? All sizes?

By now, I estimate I have more than 1,000 dolls and also other toys, such as die-cast vehicles and pull-string Mattel talking toys. I have dolls in sizes up to 30 inches.

Where do you find them?

I find dolls mostly on Ebay and at conventions and other doll shows. Ruby Lane and Etsy are also good for finding items of interest.

How do you display them?

Unfortunately, I don't have them displayed yet and they are packed away. I periodically enjoy admiring them.

—Susan McDonald



Gold Medal Manager Arin Mihal

Title: Clinical manager

Department: Emergency Department,
The Hospital of Central Connecticut

My job is: to oversee the daily operations of the ED to ensure optimal patient care at the HOCC New Britain and Bradley campuses.

High School: Berlin High

Degree(s): BS, finance and economics, UCONN (1997); BSN, nursing, Southern Connecticut State University (2005)

Home (is where the heart is): Cromwell, CT

Which of the 10 H3W Leadership Behaviors would you like to get better at this year

and why: Being in the moment. I have a lot of competing priorities and I need to work on giving my staff my full attention when they come to talk to me.

To answer this question, please fill in the blanks: A great manager is always curious and keeps an open mind. A great manager is never judgmental.

Amy Wright nominated Arin. Here's what she had to say about her leadership:

She is more than a leader, she is a mentor to all staff. She is someone we all learn from and aspire to be like. She exudes a love of nursing.

Arin gets it. Her focus is having a happy staff, so the community trusts our department with their health and their families. She believes if her staff is happy, they will provide positive and exceptional care.

Arin's mission is that all of our patients have a positive experience even when they are facing horrible circumstances. Arin rounds our department every day to make sure each patient is having the best possible experience.

Arin collaborates with other departments and isn't afraid to ask questions and for ideas to better herself, her department and her customer service. It takes a great leader to continue to look at other models to improve.

Questions

1. What did you want to be when you grew up?

Veterinarian

2. People or traits you wish you could change.

People who don't support the growth and success of their peers by spreading negative gossip.

3. Words to live by: "Be the leader you would follow."

4. A successful day at work is when a team member seeks me out for help and I am able to support them.

5. What is your favorite lunch? Chicken wings

6. What do you do for fun? Snowmobiling, boating

7. TV show you hate to miss "Live PD."

8. Describe yourself in three words?

Compassionate, honest, diligent.

9. Tell us about your pets. Three rescue pets. All adopted after being abandoned.

10. Top of your bucket list? Visiting a dude ranch in Montana.



Photo by Rusty Kimball



Heather Weimann

Title: Manager

Department: Supply Chain

My job is: to assist employees who order medical and office supplies, and manage capital equipment purchasing in collaboration with finance, contracting and legal personnel to drive compliance and support lean procurement practices.

High School: Notre Dame, Fairfield

Bachelor's Degree: Charter Oak State College

Major: Business administration

Home (is where the heart is): Trumbull, CT

Which of the 10 H3W Leadership Behaviors would you like to get better at this year and why? "Having Courageous Conversations."

The HHC profile is designed to help us get to know each other better. Profile subjects may choose 10 questions from a list of about 40 possible topics or suggest their own. If you or somebody you know would like to be considered for a profile, please send an e-mail to susan.mcdonald@hhchealth.org

Questions

1. How did you end up doing what you do now?

I began my career in Supply Chain, working part-time while attending college. I was introduced to healthcare through volunteering in patient transport at St. Vincent's before starting as a buyer.

2. People or traits you admire? Supreme Court Justice Ruth Bader Ginsberg and former St. Vincent's CEO Susan Davis. I admire their intelligence, strength, wisdom and tenacity as leaders.

3. What's playing in your car right now? Satellite radio, including '70s and '80s music and national news.

4. What is your favorite lunch? An arugula salad.

5. What do you do for fun? I enjoy traveling to Cape Cod and the Outer Banks.

6. TV show you hate to miss? UConn women's basketball games.

7. Best advice anyone has given you? My mother has often referred to the Shakespeare quote, "To thine own self be true."

8. Describe yourself in three words? Quiet, patient and dedicated.

9. What is the first thing you do when you wake up/start your day? Let my dog Bruno outside and feed him breakfast.

10. Dream vacation? Italy's Amalfi Coast.



More life in our brand — and you're part of it!

By Helayne Lightstone

Exciting things are happening with the Hartford HealthCare brand in early 2020. We're rolling out a new brand campaign that represents all of Hartford HealthCare, and the work we do every day.

You'll see (and hear) the brand campaign on TV, radio, billboards, and in newspapers, digital ads, and more. And every colleague within Hartford HealthCare will serve as a brand ambassador, making our brand promise and brand experience come alive through their daily interactions with our patients, clients, and community. In fact, our new brand message puts people, and their lives and health, front and center.

Simply put, healthcare should do more than get you through life. It should help you get the most out of it. It should put **More Life in Your Life**.

This message serves as the cornerstone of the campaign — and shows Hartford HealthCare's commitment to help people live their healthiest lives.

- Our convenient locations mean more time for people to spend doing what they love.
- More specialists in our communities mean people have more access to expertise
- More innovations mean more options and more hope.

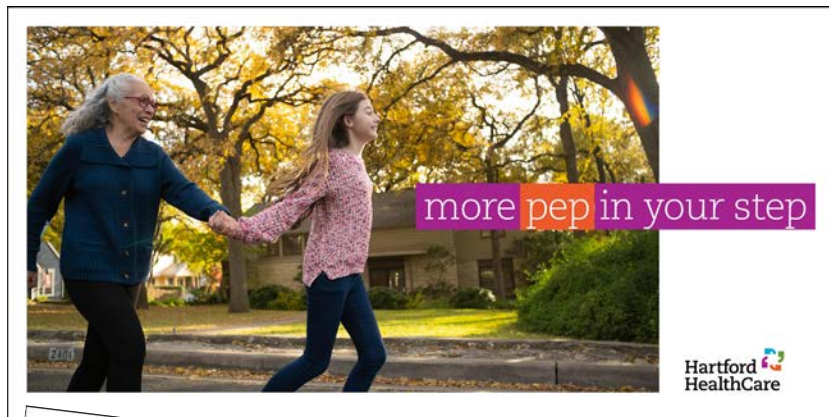
- And a more personalized approach means care is tailored to each individual.

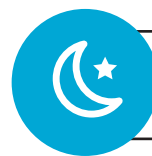
People of different ages, lifestyles and cultures show viewers that Hartford HealthCare is a partner in their personal journey to live their healthiest lives.

While our messaging is very inclusive, there is one thing you won't see in our TV spot: pictures of doctors, nurses, hospitals, and the typical images shown these days in so many healthcare ads. While our announcer certainly references

these in his voiceover, we have deliberately kept the focus of our images on the most important component: people living their lives. This is what people truly want, and what clearly differentiates us from our competitors.

Learn more about our brand, and see a set of FAQs, on the Hartford HealthCare intranet site at hhconnect.org/brand. You'll also find information about unified branding — updates to our logos and visual identity to help people better recognize and understand the Hartford HealthCare brand.





Hunkering down in the plow trucks

By Gary Kleeblatt

The entire state hunkered down for the March 14, 2017, blizzard as the governor shut the roads and Torrington police banned parking on roads and city lots.

Temperatures sank to 12 degrees, wind howled at 50 mph and snow was measured in feet. Few dared to go out.

Among the exceptions were George Teri-Savage, director of facilities at Charlotte Hungerford Hospital (CHH), and his crew who ensure the hospital is always accessible for emergencies. Bitter cold, fierce wind and enormous snow drifts are actually when Teri-Savage and crew are most important and effective.

Torrington is perhaps Connecticut's snow capital, and CHH presents treacherous hill-side terrain with 15 parking lots

and miles of road. Each lot has a set of stairs to clear for a multi-level obstacle course with twists, turns, inclines and declines.

At night, with winds whipping, snow mounting and icy conditions; theirs is a physical trial that makes marathons seem easy.

"You get two or three feet of snow here and it's brutal," Teri-Savage said. "It's hard to see when it's snowing at night with wind blowing. It's slippery and that makes it harder to get up and down these hills."

The March 2017 blizzard, he noted, demanded everything the team could muster.

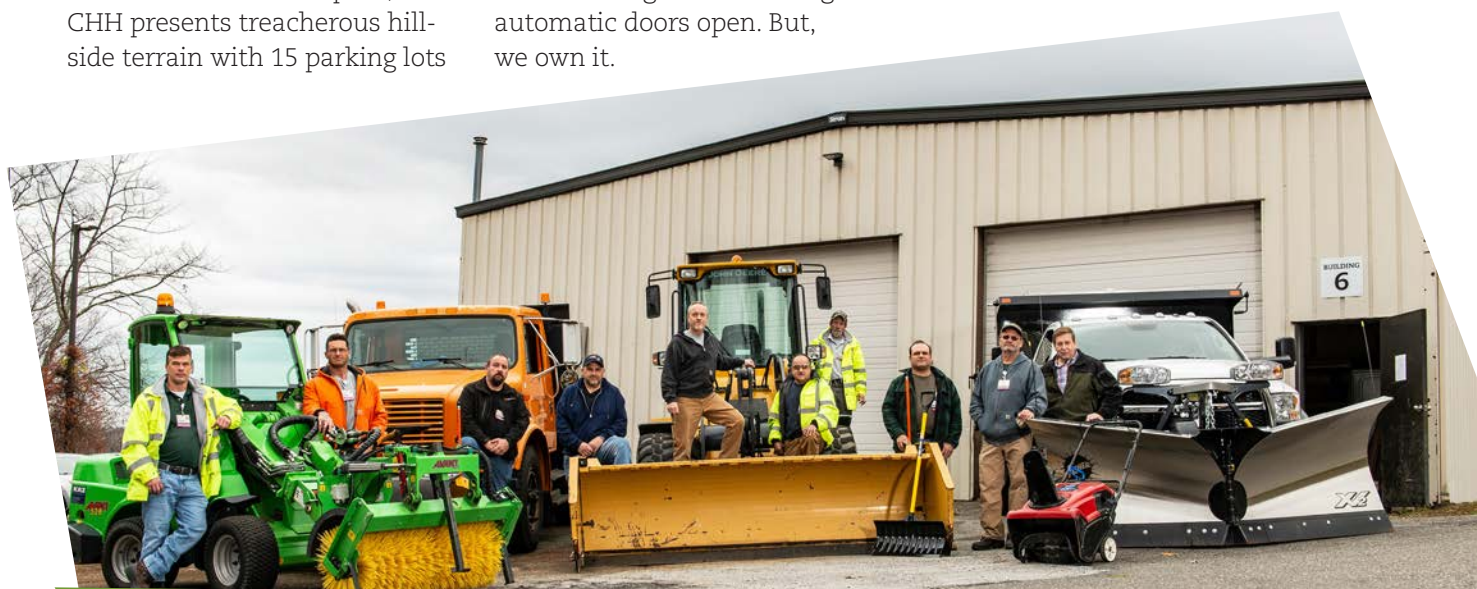
"The guys were out 36 hours straight," he said. "They worked through the night. The wind was so strong it was blowing automatic doors open. But, we own it.

The Emergency Department has to be open 24 hours a day no matter the conditions."

No one calls out during blizzard, instead dutifully donning goggles, snowsuits, boots and gloves.

"If they are here during the day, they are back at night," Teri-Savage said. "The guys are exhausted. Once you've been plowing for six or eight hours, your legs go numb."

The nine-person crew flourishes in the worst conditions because lives depend on it. They have even brought in colleagues who couldn't drive themselves due to conditions. "It's important that everyone who has to be is here," Teri-Savage said. "No matter what, you have to be here for the patients."



The CHH facilities team pose with some of their winter weather equipment. From left to right, they are: John Hudson, Alan Baker, Mark Bakula, Tony Fillie, Greg Lemieux, Tony Recinos, Tom Renahan, Gus Simoulidis, Aldo Tartaglino and Director George Teri-Savage. Missing from the photo is Tim Hayes.

Photo by Lou Russo



thank you

As my husband's health continues to fail, the staff continually checks on ME! I am involved in all decisions. I can't thank you enough for this attention.

—Wife of patient at the HHC Cancer Institute at Windham Hospital

The short story would be that, thanks to Ian Hazelton and the staff, my outcome could not have been better. The plan of care, the delivery of that plan and the attention I received were beyond my expectations. My strength, range of motion, general mobility and overall pain level were markedly improved. Ian could not have been more patient, offering encouragement, very helpful hints and information about the injury which added a great deal to my recovery.

I consider myself to have been very fortunate to have chosen this location for my therapy. I couldn't say enough wonderful things about my experience, from the reception staff, to Ian and the other physical therapists who filled in as needed (Traci, Gary). I owe them such thanks. I sort of miss going there, strange to say...

—Outpatient rehab patient, Manchester clinic

I staggered in, dehydrated badly, got immediate help. Everyone (was) professional and courteous. As a trans-woman with a wife, we worry about treatment. Everyone during this time of crisis inspired confidence in the care I received. Thank you!

—Patient in Progressive Care at Windham Hospital

The hospice team for my wife was the absolute best. They should be proud of the way they conduct themselves!

—Husband of patient, Waterbury Hospice



Are you a sun worshipper or a snow bunny? What's your favorite season?

We asked and you told us. Look for future polls in our weekly employee newsletters and join the fun!

Summer

146

Fall

144

Spring

54

Winter 13



Word search solution

S B P T H Y D B J S I T D T L D J M C M G D K B Z
 G N J U H A G O T U R S Z U S R E A P I V P I Z V
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 J G K E D U O P J Q L C S C U Y V F K F P F M E S

We love OUR PETS

With so many opinions in today's world, one thing we can all agree on is that we love our pets! We'd like to feature these furry and fuzzy friends in upcoming issues of *Moments*. Please send us your fun pet photos and we will see how many we can feature.

To have your pet included, please send us your name, department, your pet's name and a picture to Susan McDonald at susan.mcdonald@hhchealth.org. We will try to feature as many of them as we can!

