

Fall  
2019

A publication for Hartford HealthCare employees

# moments

**CESI:**  
Where training,  
research and  
innovation combine

Hartford  
HealthCare 



Also in this issue:  
Cyber Security  
Disaster Preparedness



## Top 10 Employee Names at HHC



On the cover: CESI Education Specialist Deborah Russo, RN



# welcome



Welcome to *Moments*, our new, systemwide quarterly magazine that will highlight the great work you do for the people we're so privileged to serve. It is the natural evolution of *Network News*, which was begun nearly a decade ago as a way to bring together news from across Hartford HealthCare. *Network News* has been invaluable as a go-to source of information and as a tool to deepen our integration as a large, varied system of care.

It's a new era for HHC. We're just beginning our partnership with St. Vincent's Medical Center in Bridgeport, further expanding our ambulatory access across (and beyond) Connecticut, and pushing to become a truly innovative and inventive healthcare organization. At the same time, we're sharpening our focus on patient/customer experience.

"Every Moment Matters" is our service commitment that links to our most important strategic goal over the next several years: To be number one in patient/customer experience in the Northeast by 2023 (#123). You and your colleagues are working tirelessly and selflessly to create great moments at work and in your communities. *Moments* will shine a light on these and on the tapestry of diverse backgrounds, cultures and personalities that is our remarkable workforce.

Wherever each of us works at HHC, we are here to make a difference, to help people in need and to make the world a better place, one moment at a time. "Every Moment Matters" really means "be yourself." Let the heart that brought you to Hartford HealthCare lead you in every interaction with patients and co-workers. That's how great moments are made. This new publication is here to capture some of those moments.

Jeff Flaks  
President and Chief Executive Officer



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# Welcome St. Vincent's Medical Center

*St. Vincent's Medical Center in Bridgeport officially joins Hartford HealthCare this fall, marking the system's entry into Fairfield County. Here are a few fun facts about the newest member of the family.*

*By Anne Rondepierre*

- A new hospital building, now called St. Vincent's Medical Center and built behind the old one, opened over Palm Sunday weekend in 1976. It was a huge undertaking, with patients being transported from one building to the other.
- The Michael J. Daly Emergency Department is named after a man who received the Medal of Honor for actions in World War II, when he single-handedly eliminated 15 German soldiers and a German patrol, and destroyed three machine-gun nests.
- St. Vincent's launched the first statewide initiative to eliminate all-cause preventable harm using high reliability science. This led to the signing of state Senate Bill 248, which expanded the disclosure of medical errors at hospitals.
- The Birthplace at St. Vincent's is the only in-hospital midwifery center in Fairfield County.
- The front of the cancer center, opened in 2010, was designed to resemble a pier, symbolic of the SWIM Across the Sound fundraiser that played a big role in funding its construction.
- Igor Sikorsky, of Sikorsky Helicopter fame, was on St. Vincent's board of directors.

St. Vincent's Hospital opened in 1905 on Hawley Farm at a cost of \$250,000. A tireless local priest, a group of Catholic doctors and seven members of the Daughters of Charity, who traveled from Maryland, are credited with bringing the new hospital to fruition.



Daughters of Charity, known by their "Flying Nun" coronets or headdresses, served at the hospital until 2014.



St. Vincent's unique cancer charity, SWIM Across the Sound, features a 15.5-mile marathon swim from Port Jefferson to Captain's Cove, and has raised millions of dollars since 1987.

Musician John Mayer was born at St. Vincent's, as was actress Meg Ryan. Actor John Ratzenberger, who played Cliff Clavin on the television show "Cheers" and was born and raised in Bridgeport, once recorded a commercial for SWIM Across the Sound.



Photo by Tommaso Boddi/Getty Images Entertainment

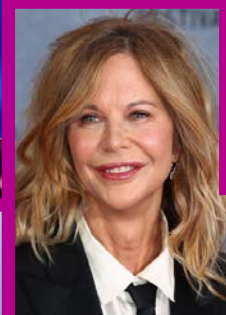


Photo by Joe Scarnici/Getty Images Entertainment

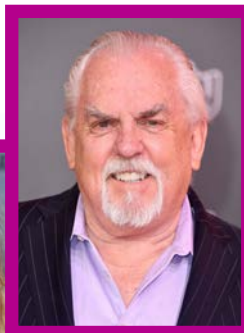


Photo by Frazer Harrison/Getty Images Entertainment







## Leveling the healthcare playing field

By Hilary Waldman

Sarah S. Lewis is not immune to gaps in healthcare that plague communities of color and other marginalized groups in America.

“Because I am black, I am three times more likely to die from pregnancy-related causes than a white woman. That’s an abomination,” Lewis said. “If we want to be great at healing the people we serve, we have to be honest about what’s making them sick in the first place.”

Vulnerable, marginalized, historically disadvantaged groups are less likely to receive preventive health services and often receive lower-quality care. They also have worse health outcomes for certain conditions, according to the Centers for Disease Control and Prevention, and the Robert Wood Johnson Foundation, the Commonwealth Fund. Health disparities afflict groups at every level of income and education.

Lewis has built a career working toward systems change and joined HHC in June as vice president of health equity and serves as chair of the Diversity and Inclusion Council. Her goal is for HHC to become a strong voice influencing programs and policies to level the healthcare playing field in Connecticut, and a national leader in highlighting health equity for hospital systems.

“Historical discrimination in housing, education, employment and other sectors have hurt systemically marginalized and excluded populations and it has a negative impact on health,” Lewis said. “When it comes to the work health systems do, we cannot stand by and let those realities remain. We have the chance to innovate and share our results to benefit others. We have to speak truth to the historical dysfunction of existing systems, beginning with the healthcare system.”

She refers to recent data

revealing that the average life expectancy for residents of Northeast Hartford is 15 years less than those living less than four miles away in West Hartford Center.

Lewis’ passion was nurtured during childhood in Detroit, where she was raised in a household committed to social justice and challenging inequality. She moved to Stanford University, where she earned a bachelor’s degree in human biology with a concentration in healthcare policy for underserved communities, and Columbia University where she earned a master’s in public health.

Since joining HHC, she has tried to meet with people at all levels of the organization noting that, in every role, employees witness the effect of the social determinants of health from a patient with untreated diabetes who loses a leg to the person applying for financial assistance to pay a hospital bill.

She hopes staff will contact her ([sarah.lewis@hhchealth.org](mailto:sarah.lewis@hhchealth.org)) with suggestions for initiatives and technologies that might make the most difference. Sometimes, she said, people feel powerless because the problem is so big. But, by working together, change can happen.

“We’re a huge system in a pretty small state which means we can have a big impact,” Lewis said. “I want people to know that they have a champion in me and a champion in themselves.”

*Photo by Chris Rakoczy*



*Sarah Lewis chats at a breast cancer screening.*





THE PIX!



**Fun with the (work) family:** It's always fun to get together with family and work friends for outings like the Family Day sponsored by Backus, Windham and Natchaug hospitals at Dodd Stadium. The day — which included perfect weather, good food, fun and games, and some great baseball — was a big hit for staff and volunteers from Hartford HealthCare's East Region. More than 600 employees and their families attended, including Backus Registration Department employee Jeannie Cooper, right; her sister Lisa Amado, left; and grandsons, Jaxson and Kori.

Photo by Jeff Evans





# Courageous conversations: Wherever you find yourself

By Tim LeBouthillier

Courage. Ernest Hemingway called it grace under pressure. John Wayne remarked it's being scared to death, but saddling up anyway. And, according to one Cowardly Lion from Oz, it makes the dawn come up like thunder.

He had it all along...

Courage is a concept people define very differently, and it comes in many forms

and degrees. We all have it. Just reading this issue about the amazing hobbies and pastimes of Hartford HealthCare employees — like skydiving! — it's easy to see there is a lot of collective courage among us.

Courage is also helpful when it comes to conversations. As one of Hartford HealthCare's 10 leadership behaviors, having courageous conversations to give and receive honest feedback helps create a culture that encourages

and values dissenting points of view. This applies beyond our workplace relationships to all aspects of our lives — even our hobbies. When we are truly open and honest with ourselves and one another, all things are possible.

## Climb every mountain... Or at least try!

I have tested the limits of my comfort zone and learned a lot about the value of courage and courageous conversations through my favorite pastime, hiking and mountaineering with my friends from college. Years ago, after a fun but grueling hike up New Hampshire's Mount Washington, we decided to attempt to climb the highest peaks of all 50 states. Over the past 25 years, we have summited 47 peaks and our adventures have taken us to many amazing places and heights, inspired us



Summit of Mount Kilimanjaro,  
Africa's tallest peak



Finding courage in the South  
African rainforest



Hiking in Ecuador



Acclimating on Mount  
Rainier, Washington

Photos submitted by Tim LeBouthillier



to travel the world, and, most of all, keep in touch. To be clear, we are not expert mountain climbers, breaking records or attempting to summit Mount Everest anytime soon. We just love the outdoors, challenging ourselves and experiencing the thrill of adventure.

For me, climbing more challenging peaks over the years has required courageous conversations with my friends, guides and, most importantly, myself. They are needed when you feel you may have reached the limit of your own strength or fears. Will this mind-blowing high-altitude headache ever go away or should I descend now? I can't feel my feet anymore, is that frostbite? Will I be able

to cross the ladder over that crevasse in the dark? How will the decisions I make affect the success of the other climbers in my party?

Despite the occasional fear of falling (I actually have a fear of heights!), it's really a great privilege and blessing to experience the world in this way. I've had successes reaching the top of what I thought were insurmountable peaks for my physical and mental ability. I've also had tough setbacks and, yes, failures along the way where I overestimated my skills and capabilities no matter how excited or determined I was to succeed. But, I firmly believe that having to face uncomfortable and sometimes frightening

situations has given me a stronger overall confidence in my own abilities and limitations. Even if you fail, the simple act of trying is a great way to know if you've got what it takes. And, it's OK if you don't make it to the top. It's worth trying because, in the end, it's not just reaching the summit. It's the journey.

*Tim LeBouthillier is the manager of marketing at Charlotte Hungerford Hospital.*

**Many of you have probably taken a chance or a risk on something that had a wonderful reward or unexpected payoff. We would love to hear your story. Email [susan.mcdonald@hhchealth.org](mailto:susan.mcdonald@hhchealth.org).**

## Hartford HealthCare Research Program

Hartford HealthCare's Research Administration Department provides optimal services and oversight to support and facilitate the growth of medical research and offer our patients access to novel treatment options. Divisions include Grants Administration, Human Research Protection/Institutional Review Board (IRB), Data Management, Proposal Design/Biostatistics/Grant Writing, and a Clinical Research Coordinator team.

**619**



Research studies being conducted throughout Hartford HealthCare (HHC)

**294**



Peer-reviewed articles published by HHC authors in 2019



**320**

Active clinical trials offer drug or device treatment options to our patients

**27**



Research grants awarded to HHC

**\$12.57M**

Grant money awarded to HHC for research since 2017

**238**



Clinicians serve as principal investigators on at least one research study

#

BY THE NUMBERS



# Inside the Center for Education, Simulation and Innovation:

## Practice makes perfect

By Bryan Sundie

It was around noon when a patient named Chris was found unresponsive in his room, seemingly in cardiac arrest. No pulse.

Without hesitating, a diminutive nurse sprang into action, driving her knee into the mattress as she forced her interlocked hands down on his breastplate to start chest compressions. A defibrillator came alive with beeps and a robotic voice, and someone delivered a shock as a doctor rushed into the room, asking, “What’s happened, what’s been done?”

A disembodied voice called, “She needs to get deeper,” and the nurse stood on a stool to improve her angle. A different nurse pushed medicine ordered by the physician. Another shock. After eight minutes, a pulse was detected.

They maintained chest compressions to preserve the patient’s weak heart rhythm, and nurse educator Deborah Russo flashed a wide grin. “How do you feel?” she asked the team. The answer was familiar.

“Honestly, that’s pretty realistic for a sim lab.”

The “sim lab” where the scene

unfolded was Hartford Health-Care’s Center for Education, Simulation and Innovation (CESI), Connecticut’s first and largest simulation center with 45,000 square feet of training space and enough interactive technology for a sci-fi flick.

CESI training ranges from seemingly simple — using equipment to transport patients or reading a cardiac monitor — to sophisticated robot-assisted surgery and emergency care for police dogs.

“Watching or participating in training, immersing yourself in the experience, is the best way to understand the value of this center,” said Rebecca Gleason, a respiratory therapist and CESI educator. “You really have to be here and be a part of the action.”

The action frequently includes simulation of what Gleason called “high-risk, low-frequency,” life or death stuff like stroke or heart attack. Simulations happen in fastidiously designed spaces mimicking hospital settings, from operating rooms to maternity suites. Crash carts, tubes, tools, wiring, medicine — if it’s in a hospital, it’s in the CESI training room.

The patients are mannequins,

healthcare’s version of flight simulators. With the click of a mouse, they sweat and blink their eyes, urinate and bleed. Seizures? They have them. Give birth? You bet. They have pulses, and their limbs can be amputated if that’s required. Mannequins will do just about anything a real patient might, controlled by “operators” such as Russo or Gleason.

The operator job is a blend of clinician, teacher and maestro, done from closet-sized control centers behind double-sided mirrors. Cameras provide several angled views while operators receive real-time performance feedback from software logging whether participants hit specific targets. Chest compressions deep enough? Medicine administered? Operators speak into microphones and answer questions from trainees who wash their hands upon entry and treat mannequins as if they’re human.

“It’s been learning as you go — the functionality of the mannequins, practicing the software,” Gleason said of her journey as an educator. “It’s hard in the beginning to teach and operate at the same

*Continued on page 14*





CESI's Chris Madison



CESI staff: Back row (left to right) Dan Testa, MD; Geoffrey Gelinas; Robert Crespo. Middle row (left to right) Heather Muirhead; Chris Madison; Thomas Nowicki, MD; Steve Donahue. Front row (left to right) Debora Russo; Josephine Faienza and Becky Gleason



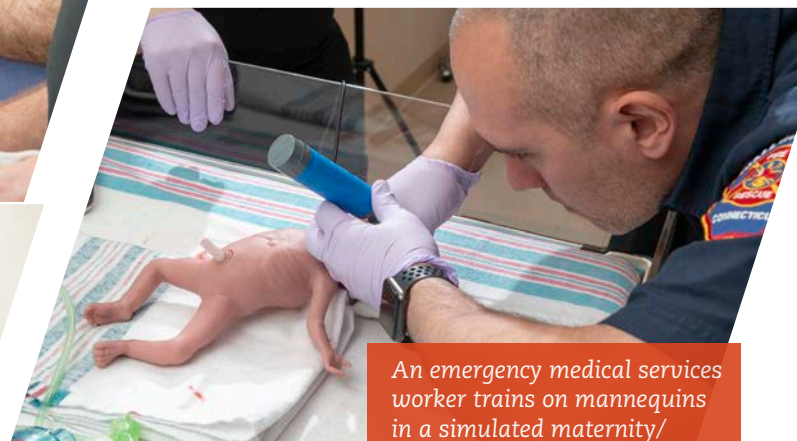
Simulators help train specialists on the surgical robot



Training drill



At an Advanced Airway Conference and hands-on workshop earlier this year, Michael Gallo, MD of Connecticut Children's Medical Center, center, works on the lung isolation technique at CESI.



An emergency medical services worker trains on mannequins in a simulated maternity/birth scenario.

## Life-long learning

See more by going to the CESI website at [hartfordhealthcare.org/cesi](http://hartfordhealthcare.org/cesi) or checking out videos at [HartfordHealthCare.org/CESIvideos](http://HartfordHealthCare.org/CESIvideos)

time — watch students from behind the glass, see what they're doing, focus on changing the software to adjust the blood pressure if they give the wrong medication. It takes a lot of practice."

Trainees are debriefed afterward. Microphones dangling from ceilings capture discussion. There's artistry in sessions, Gleason said, and she credited Medical Director Thomas Nowicki, MD, for refining the approach with self-analysis.

Hartford Hospital neurology nurse Nate Dorian said he likes to practice as much as possible because emergencies happen very infrequently in real life. When they do, you want to be ready. Dorian recently trained on stroke care.

"You don't want to be fumbling around when you have a patient dying," he said.

CESI has 33 employees, a diverse staff that Director of Operations Stephen Donahue said reflects a desire to offer training in many disciplines. Last year, more than 20,000 people participated in CESI programs supported by

physicians, nurses, paramedics, military and emergency medical and simulation technicians. A mobile unit hosts off-premises trainings. Most participants are

***"Watching or participating in training, immersing yourself in the experience, is the best way to understand the value of this center."***

healthcare providers, but CESI attracts interest from corporations, law enforcement and the military.

Looking at the modern workspaces and labs in CESI today, it's hard to envision humble beginnings that once had markings of a start-up. Years of discretionary collaboration of people excited by the possibilities of innovative cognitive educational curriculum and technology proved vital. Getting it under one umbrella wasn't easy.

"A lot of this has been done with sweat equity," said Steven Shichman, MD, CESI's executive director, who held keen interest in the power of technology

in surgery.

Roughly two decades into the CESI voyage, old pros like Drs. Shichman, Donahue and Nowicki are as passionate as ever, and appreciative of a committed staff.

"I always like pushing the envelope," said Chris Madison, a simulation tech developer and mix of computer programmer, engineer and a really high-end handy man. He keeps mannequins in shape, making repairs and modifications, and works on software to automate training sessions.

Such innovation personifies healthcare's evolving nature.

"Each and every day, we're just getting started," Donahue said.

After "saving" Chris the mannequin, nurses examined their performance. Somebody forgot to mark a syringe after drawing medicine, and Russo delivered compression statistics. Some too fast, others too slow. Russo seized the moment, reminding them of why they were there.

"It's really just a learning experience so you know where to improve," she said.



The 'perpetrator' is taken into police custody during a mass casualty/active shooter drill.





## Happy ending for CHH Labor and Delivery nurse

When Melissa Beecher went to Charlotte Hungerford Hospital (CHH) to deliver a stillborn son, she knew the only things she'd bring home would be plaster molds of his tiny feet and hands and a blanket that briefly swaddled him.

In late 2017, Melissa's baby, Cameron, died in utero a short time after an ultrasound diagnosed a devastating heart defect. A CHH labor and delivery nurse, she knew what to expect with this dreaded delivery and wanted to help other families faced with such loss.

Melissa learned about Cuddle Cots, a cooling system that allows families to spend a little more time with newborns who do not survive. About six months after losing Cameron, she shared her story on GoFundMe and asked friends and family to help her buy one for CHH, where she has



Photo by Chris Rakoczy

worked for almost 10 years.

Within 24 hours, she had raised more than \$5,000. In total, she raised enough to buy two Cuddle Cots, one each for CHH and UConn, which cares for many high-risk pregnant women.

She also created kits with materials to make plaster hand and footprints, a lap blanket and keepsake necklace for mom, a blanket to wrap the baby in, and a keychain for

dads. The kits are on the Labor and Delivery unit.

"I was prepared," she said. "But for many people, (an infant loss) is totally unexpected."

Melissa's story has a happy ending. On April 18, she, her husband and older sister Hannah, 6, welcomed identical twin girls, Ayla and Bailey. She was also honored as a Connecticut Hospital Association HealthCare Hero.

—Hilary Waldman

## If the slipper fits: Nurse donates surgical socks

Did you know Hartford HealthCare uses roughly 319,390 slipper socks every year? For Roxanne Wasilko, an outpatient surgical nurse at Backus Hospital, it didn't seem like those socks get a lot of mileage. Many are worn for a few hours while patients undergo minor procedures.

When a patient asked if she could keep the socks to wash and donate, Roxanne had an idea. With her managers' approval, she asked other nurses to help.

"It's a lot of waste. I wanted to do something about it," said Roxanne, who's worked at Backus for 25 years.

They set up donation boxes. Every week, Roxanne takes the donations home to launder.



Photo by Jeff Evans

Since July, she has collected more than 225 pairs. Her first donation went to St. Vincent de Paul Place in Norwich.

—Emily Gravell

**Every day, our team does amazing things to benefit patients and the community. Email your moments that matter to [susan.mcdonald@hhchealth.org](mailto:susan.mcdonald@hhchealth.org).**



### Fabulous under 40



Janette Edwards, vice president of operations for The Hospital of Central Connecticut and MidState Medical Center, was named one of *Hartford Business Journal's* "40 Under Forty." The award recognizes outstanding achievements of young

professionals in the Greater Hartford area.

"I am humbled," Edwards said. "The work I do is rooted in a passion for providing our patients with exceptional care and it couldn't be possible without the teams of dedicated colleagues who share my vision."

Edwards, 36, is responsible for more than 20 departments and service lines.

A graduate of Assumption College, she received her master's in public health from Dartmouth College and her master's in business administration from the University of Connecticut. She serves on the Board of Directors of the New Britain YWCA and enjoys cooking, entertaining and traveling with her husband.

### Standing out for stroke care

Moments matter for stroke patients, and that means quick diagnosis and delivery of clot-busting medication is critical to reducing complications or disability.

Hartford Hospital's ability to thrive in those urgent care situations, combined with its comprehensive approach to getting patients on the road to a speedy recovery, earned the hospital acclaim for the second year in a row with the American Heart Association/Stroke Association's Get with the Guidelines-Stroke Gold Plus with

Target: Stroke Honor Roll Elite Plus Quality Achievement Award.

The hospital met specific quality measures for diagnosis and treatment of stroke, including the most up-to-date, evidence-based guidelines. Noteworthy is the hospital's commitment to reduce the time between a patient's arrival at the hospital and treatment with tissue plasminogen activator (tPA), the clot-busting medication.

"This award is a real source of pride for physicians and nurses here who have dedicated themselves to not just maintain the highest standard of coordinated care," said Dawn Beland, coordinator of Hartford Hospital's Stroke Center, "but to look at their work with a critical eye and push for even the smallest improvements to make our patient outcomes better year after year."

In May, Hartford Hospital also earned a third Joint Commission recertification as a Comprehensive Stroke Center.

### Bringing more care to Cheshire

Cheshire residents have access to a broad array of services in the new Hartford HealthCare HealthCenter at 280 South Main St. At nearly 50,000 square feet, it is the largest footprint of healthcare services under one roof in town.

The building is opening in phases, which started in September, and will bring together experts in more than 20 specialties, including movement disorders, dermatology, cardiology, primary care, headache, physical rehabilitation, imaging and more.

These services will join HHC's existing offerings in town, including urgent care and behavioral health. For more information, visit [hartfordhealthcare.org/Cheshire](http://hartfordhealthcare.org/Cheshire).



## Behavioral Health road show

On topics from vaping to video games, HHC's Behavioral Health Network (BHN) will be well represented at October's American Academy of Child & Adolescent Psychiatry (AACAP) annual meeting, one of the most prestigious research venues in the field.

"We are fortunate to have some of the world's leading voices in the care of our youngest patients and bright, inquisitive minds examining the trends and searching for new ways to help," said John Santopietro, MD, physician-in-chief of the BHN. "This expertise is evidenced by the thought leadership we will have at this important meeting."

### Selected to present their research at the meeting in Chicago, are:

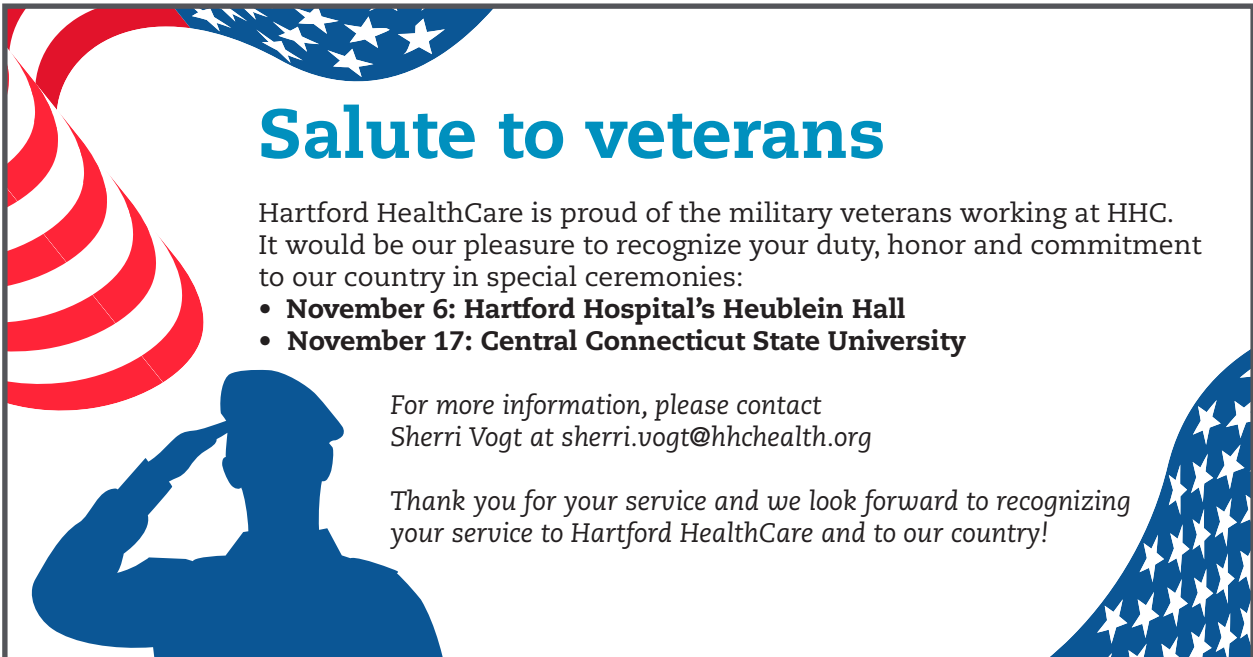
- **Sivabalaji Kaliyamurthy, MD**, a child and adolescent psychiatry fellow, who with members of the BHN Substance Use Committee, will present "Teen Vaping Boom: Electronic Cigarette Use, Associated Outcomes and Efforts in Prevention. Clinical Perspective."
- **Paul Weigle, MD**, associate medical director of Natchaug Hospital Ambulatory Services, who will lead the meeting as co-chair of the AACAP's media committee, chair the research symposium "Children and Screens: New Research Reveals How Digital Media Affects Mental Health," and chair the clinical

perspectives presentation "Logging on to the Positive Role of Technology in Psychiatric Practice." As part of the latter, he will present the talk "There's an App for That: Prescribing Video Games and Smartphone Applications in Clinical Practice."

In addition, Dr. Weigle will present "The Fight over Fortnite: Helping Parents Moderate Screen Media Habits" as part of a clinical perspectives program "All about Parenting: Science You Can Use in Daily Practice," and the talk "Screen Time: The Mental Health Effects of Social Media and Gaming" as part of the Research Institute "Techno-Psychiatry: Child Psychiatry in the Digital Age." He will present the workshop "Understanding Video Games: A Child Psychiatrist's 'Call of Duty'" for the seventh year in a row and will serve as clinical discussant in the research presentation "LGBT and Sexting Risks, Behaviors and Attitudes."

- **Lisa Namerow, MD**, a child and adolescent psychiatrist, who will present workshops entitled "Using the S Word: A Guide to SSRD management" and "Stomaching ARFID."

During the AACAP meeting, teams of BHN providers will also make seven presentations. For more information on the care and research being conducted in child and adolescent psychiatry at Hartford HealthCare, go to [hhcbehavioralhealth.org](http://hhcbehavioralhealth.org).



## Salute to veterans

Hartford HealthCare is proud of the military veterans working at HHC. It would be our pleasure to recognize your duty, honor and commitment to our country in special ceremonies:

- **November 6: Hartford Hospital's Heublein Hall**
- **November 17: Central Connecticut State University**

For more information, please contact Sherri Vogt at [sherri.vogt@hhchealth.org](mailto:sherri.vogt@hhchealth.org)

Thank you for your service and we look forward to recognizing your service to Hartford HealthCare and to our country!





# Cyber cops keep us safe from scams, online theft

By Hilary Waldman

They don't wear uniforms or patrol in marked cars, but Hartford HealthCare's Information Security Department plays an unheralded role in keeping us, our customers and our private information safe.

While we can see and understand threats such as armed intruders, threats from cyber criminals are far more common. Damage from a single data breach can harm untold numbers of people and cost our system hundreds of thousands of dollars, maybe more.

That's why HHC is building a cyber-defense system that includes sophisticated technology and vigilant IT experts to stop intruders before they reach our digital doors. But they cannot do it alone. Every HHC employee must be part of the digital Army, helping to keep our data safe.

"I liken it to a medieval castle," says Jonathan Cowles, program manager for information security. "You have the wall and the moat and the drawbridge and the guys defending the wall."

The 17-member cyber security team is led by Christopher Baldwin, with Cowles, Malipeddi and Alex Rodriguez heading up the battle on three fronts.

HHC hasn't experienced a major hack yet, and with everybody's participation, we never will, Cowles said.

"By educating the users we've taken the 17 people in our department and made our department 22,000-strong."

*Members of the HHC cyber security team stand ready. From left to right, they are: Karen Eberl; Jessica Corbett; Mike Venturelli; Kelly Silvestro; Alex Rodriguez; Shasi Malipeddi; Chris Baldwin; Jonathan Cowles; Vinny Nunziante; Teja Loya; Mark Colk; Nhan Phan; Seth Baker; and Jason Lambert. Missing from the photo: Maria Daigle, Martin Krzemien, Jenny Lindfors and Sara Ferrero.*

Photo by Chris Rakoczy



**The wall:** This includes your network user ID and passwords called access credentials and must never be shared with others. These control access to applications such as Epic and PeopleSoft and are essential to safeguarding our data and keeping patients safe. Strict controls help to make sure that your provider can see your medical chart, but the parking attendant cannot. Ever wonder why you have to log in to so many applications in our systems? It's because your network user ID is like your fingerprint, telling our computers what information you have permission to see and what's off limits. Imagine if a criminal broke into your ePayaccount, said Shasi Malipeddi, head of application security management. "Hackers want personal information because it can be monetized."

**The moat:** Here's the part when we say "Open Sesame," and a knight says "Wait, who are you and what kingdom are you from?" It's also like a suit of armor; hardware and software that puts an extra layer of security between us and our data. This could include encryption, intruder detection systems and multi-step verification of our identity (much like you might see when you log into your bank or investment broker) to make sure we are who we say we are before we can access certain applications.

**The drawbridge:** At HHC these are our email filters. Every day, 150,000 emails from external senders come through HHC's circuits and our filters catch 125,000 of them as malicious. Another 25,000 are snagged as junk, leaving 10,000 to 15,000 to drop into our inboxes. The filters are good, but some fraudulent emails slip through.



**The troops defending the wall:** This is us. Being careful and deleting scam email is the best way to avoid being hacked. At home and at work it's important to never open email or links you're not sure about and never click on links you don't recognize. Never provide your credentials or personal information over email and never, ever, ever share your password. Even if you are unable to login, never borrow another user's credentials. If you need assistance, call the IT Help Desk at 860.545.5699.





# From Mother Nature to man-made disasters, preparedness is key

By Gary Kleeblatt

In healthcare, it's not a question of if the next disaster will strike – it's when.

Hartford HealthCare (HHC) has dealt with hurricanes, blizzards, violence, water main breaks, fires and much more over the last few years.

The organization has gone from separate, “siloe” emergency management approaches to a much more cohesive system, culminating with the second-ever system-wide emergency drill. This followed a series of local drills involving infectious diseases and other real-life scenarios.

Emergency management operations continue to mature, from the type of drills to technology used to communicate internally and externally. A few clicks of a mouse can send phone, text and email messages to the entire HHC workforce.

“Safety is a core value at Hartford HealthCare, and being prepared for whatever comes our way is crucial to our ability to keep patients, their loved ones and staff safe,” said Tom Vaccarelli, vice president of Real Estate, Construction, Facilities, and Emergency Management. “We are relied upon to be the community's safety net, and we take that responsibility very seriously.”

This “safety first” attitude

prevails at all levels of the organization. Recently, 30 HHC staffers travelled to Alabama for a week of training at a Federal Emergency Management Agency (FEMA) facility. The benefits extended beyond basic disaster training, said Patrick Turek, HHC director of emergency management.

“It developed a cohesive team among a group of people some of whom are new to emergency preparedness,” Turek said. “Building relationships will serve us well when an emergency occurs. Being collaborative means more safety for our patients.”

A crisis, he pointed out, is no time for introductions. “You are asking someone for help in a critical moment, and you get better responses when you are asking someone who knows you, when trust and a relationship have been established.”

The realistic, immersive experience in Alabama and ongoing training here is forging that bond, Turek said.

The FEMA facility offers the nation's only full-scale hospital for emergency preparedness training. “It's a normal hospital and actors play the part of patients” with makeup and realistic-looking injuries, Turek said. A number of incidents — an earthquake, hazardous material release and smallpox outbreak — played out.

The HHC contingent

included facility, maintenance, nursing, public safety and security and emergency managers. Most have primary responsibilities that do not involve emergency management, which is important when a real crisis emerges because everyone needs to be agile enough to deal with what is at hand, Turek said.

“It brings a renewed sense of purpose, which is necessary because these incidents are time-sensitive and you never know when they will occur,” he said.

The impact of the trip ripples beyond those who participated in March.

“People teach, coach and mentor others, and now we are recruiting a second cohort (for FEMA training),” Turek said. “You build strength for preparedness.”

Such preparations are vital, because a crisis does not announce itself ahead of time, and he said “it is human nature to have a sense of denial.”

“All of our training brings an intense critical focus and makes us better emergency responders,” Turek said. “More than ever before, everyone is really locked in and taking everything very seriously.”

*An Ebola drill at Windham Hospital is an example of emergency preparedness.*

*Photo by Jeff Evans*





## Intense training prepares staff for the real thing



Thirty Hartford HealthCare (HHC) staff members spent a week participating in Federal Emergency Management Agency (FEMA) training in Alabama. Here's what some had to say about the experience and how it will help them in their jobs and lives.

### **Pat Srenaski**

***Infection control and emergency management coordinator, HHC At Home***

It greatly increased my confidence. When I was done with the training, I felt I could handle anything. We are now the experts," she said of those who attended the training. "It's our job to teach others to understand the incident command system so we are always successful."

### **Scott Cornell**

***Facilities manager, Natchaug Hospital***

"It is a real hospital," he said of the former U.S. Army facility where the training occurred. "It puts you in a life-like situation where you have to deal with an emergency. If that were to happen in one of our hospitals, it's like you have done it before. I have a better understanding of the incident command system and that brings it closer to the top of my list of priorities."

### **Gen Boas**

***East Region manager, public safety and emergency management/regional safety officer***

"It was the most intense and best training I have ever been to — they made it so real," she said. "Having the full week gives you the time to make it muscle memory, so when something does happen, God forbid, you just know what to do. We came back so ready to go. It allowed me to see what it's supposed to look like so I can educate my team."

### **Craig Stegmaier**

***The Hospital of Central Connecticut, public safety operations manager, Central Region emergency management coordinator***

"It was as realistic as it could possibly be, and building relationships with colleagues across HHC will be a huge benefit because, in a real emergency, we will need to work as a team."



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@hhhealth.org](mailto:susan.mcdonald@hhhealth.org).

## Gary Havican Beekeeper

MidState Medical Center and The Hospital of Central Connecticut New Britain and Southington campuses are buzzing with activity around the clock. So, there's a bit of sweet symmetry in the fact that the region's president enjoys beekeeping in his spare time. Gary Havican and his wife, Meghan, are proud stewards to more than 20,000 bees at their home. *Moments* paid a visit to the apiary, where Gary suited up, gave us a look inside the hive and answered a few questions.

**How did you get started?** We were inspired by a beekeeping friend, and decided to give it a try. We loaded up the car with 20,000 bees, along with all the necessary supplies, and made a spot in the backyard.

**Is beekeeping a difficult or time-intensive hobby?** Beekeeping doesn't require a lot of time or effort — the bees do the work! We will be harvesting twice this year — once in July and again in October. We do a well-check on them every couple of weeks year-round.

**Do you feed the bees?** In the winter, bees remain huddled in the hive until temperatures climb to the 50s. During that time, we provide them with a brick of fondant containing

lemongrass essential oils, which supplies an ample source of sugar for the bees. We supplement that with a sugar water and minerals mixture in a feeder in the late fall and early spring.

**Did you alter or plant your garden to accommodate pollination?** Not really. Did you know that bees can travel up to two miles? Everything they need is within that radius.

**Are there any unexpected benefits of beekeeping?** For Meghan and me, this has been a collaborative effort, and we've enjoyed beekeeping as a team. We've learned a lot about the health benefits of local honey

— nothing is more local than our backyard! I have annoying seasonal and environmental allergies, so I look forward to finding out if honey may improve the symptoms.

**How much honey do you expect to harvest this year?**

Since this is our first year, we'll be happy with more than a gallon.

**The latest buzz:** Gary and Meghan extracted the first batch of honey in July and the yield surpassed their wildest dreams. Their busy bees provided nearly five gallons of honey, which translated into four dozen jars and three candles!

—Brenda Kestenbaum



Photo by Rusty Kimball



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## Dawn McKnerney

### Yoga teacher

As the director of the HHC Finance Department Content Management Group, Dawn McKnerney spends her days integrating new business partners onto the PeopleSoft Financial system and ensuring the application is balanced and effectively working for users. In the evenings, the Southington resident and mother of two teenage sons helps her yoga students find balance in the mind-body connection of poses and breath that combine to help practitioners achieve serenity and ultimately inner and physical strength.

**How did you start practicing yoga?** I discovered the benefits of yoga about 10 years ago, while recovering from a skiing injury. It healed my body and my mind, and taught me to meditate, slow down and get things in balance.

**Now you teach?** I went on to earn certifications as a yoga instructor and now teach at least two classes a week.



Photo by Rusty Kimball

**What are your classes like?** I gear my classes to people like me, who spend too much time sitting at a desk and wind up with tight necks, hips, shoulders and hamstrings that can lead to aches, pains and even injuries. I try to promote a sense of peace and calm in the class, put the body and the mind at ease so they're ready to go back into the world with a sense of calm in their hearts.

—Hilary Waldman

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## Sherri Vogt

### Skydiver

Sherri Vogt, the veterans' liaison with Hartford HealthCare At Home (HHCAH), spends her days helping patients who are military veterans access the care and social services they need. In her spare time, she's been able to share a love for parachuting from planes with Vietnam veterans who have listed skydiving on their "bucket list." She organizes tandem jumps for small groups of veterans in eastern Connecticut and enjoys the smiles on their faces when they have landed safely.

**When did you start jumping? How many jumps have you done?** I started in 2017. This year was our third jump.

**What's it like?** The first jump, I screamed the entire way down. It was an adrenalin rush! The second one was very peaceful, and by this year, I was so relaxed, he let me pull the chute cord!

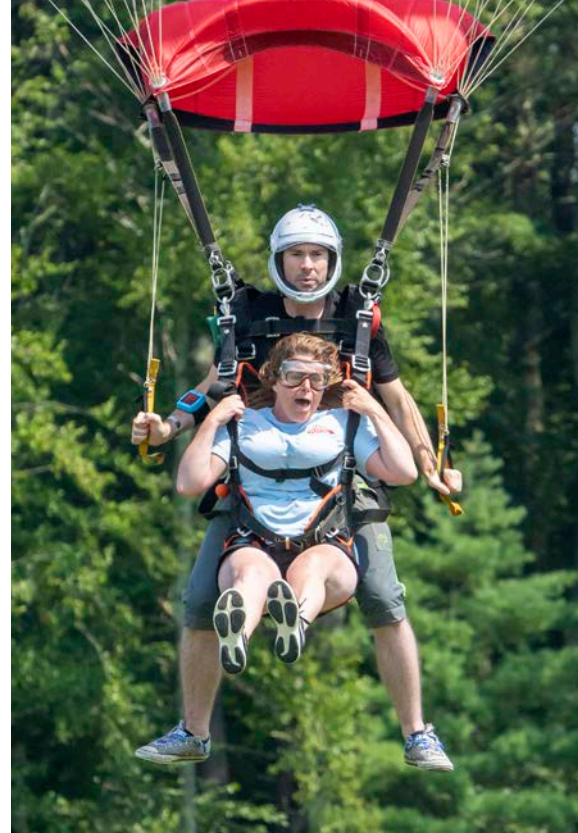


Photo by Chris Rakoczy

**How did you start jumping with Vietnam vets?** One of my favorite Vietnam vets said it was on his bucket list, as he was a grunt in Vietnam, not a paratrooper. I asked him if he and his friends in Waterbury at the VFW would jump in Danielson and I would join him. Then others joined us and we had three planes full!

**What motivates you?** The bond veterans share is deeper than family, spouses, with our children. This jump demonstrates that we can and will do whatever it takes for a fellow veteran here or on the battlefield. After a few months at HHCAH, I totally live life like I am dying because we all are.

—Susan McDonald



# Stefanie Bourassa

**Title:** Site supervisor and director, Sports Medicine Clinical Program

**Department:** Hartford Hospital Rehabilitation Network, Bone & Joint Institute

**High School:** Enfield High School, 2002

**Degree(s):** BS, exercise science, University of Hartford; MS, physical therapy, University of Hartford; doctor of physical therapy, Russell Sage College

**Major and why:** Physical therapy with a minor in business administration

**Home (is where the heart is):** Enfield, CT, with

my wife and twin 10-month-old daughters

**Which of the 10 H3W Leadership Behaviors would you like to get better at this year and why?** Being curious versus judgmental.

I think this is one that is always a good growth opportunity.

*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](mailto:susan.mcdonald@hhchealth.org)*

## Questions

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

I started off wanting to be a history teacher.

**2. How did you end up doing what you do now?**

My freshman year I played soccer and blew out my knee, tearing my ACL, MCL and meniscus. It was spent mostly in the athletic training room where I became interested in rehabilitating athletes and helping people.

**3. Words to live by:** Every dream has a goal that begins with work.

**4. A successful day at work is:** When I hear my staff laughing.

**5. What's playing in your car right now?** One Republic Radio on Pandora

**6. What do you do for fun?** Rock climbing, hiking, traveling and spending time with my dogs, children and wife.

**7. What motivates you?** My team and seeing how far we have come but how much further we can go.

**8. What makes you angry?** The most irritating thing in my professional arena is people who do not implement best practices.

**9. Have you ever taken one for the team?** The key word is team. There are always going to be sacrifices, compromises and moments where you have to remember or recognize your role.

**10. What is your dream vacation?** I would love to go to Germany during October Fest.



Photo by  
Chris Rakoczy





# Keeping the peace in the Emergency Department

By Gary Kleeblatt

Working as a Hartford Hospital Emergency Department security officer demands the ability to adjust to anything that comes in the door — from expectant mothers to psychiatric patients threatening to harm themselves.

Joseph Huggins, a security officer for almost three years, knows things can go from joy to despair within minutes and without announcement.

“One minute, I’m walking a pregnant woman into labor and delivery, all excited and elated, and five minutes later I’m pulling someone who has been shot or stabbed out of a car,” he said. “It’s demanding to make those adjustments. But it’s also rewarding to help, whether it’s a tragedy or joyful event.”

Huggins needed his entire toolbox of compassion and control working second shift in the ED on a Saturday night in August.

At 7 p.m., he dealt with a patient being escorted out after assaulting a nurse. Fifteen minutes later, he was helping an elderly man get a cab ride home.

“It does my heart good when I can help someone,” Huggins said. “But, there are other times when you’ve got to turn your emotions off and adjust.”

None appreciate the role of security more than the staff who often would be unable to

safely do their jobs without them. This ED is an intense immersion in urban life, and Huggins and other security officers are peacekeepers preventing the place from exploding.

While many come to the ED after an accident or injury, others — particularly this night — are intoxicated or mentally ill. Often both. Angry tirades, insults and threats are on full display. Many regular visitors are always on the edge of violence.

“Security helps us do our job safely,” said Charge Nurse Lynsey Blakeslee. “It is imperative for our safety.”

Security creates an environment where care is possible. Patient care associate Shanna-Kay Levy, who monitored the locked psychiatric unit, said, “Sometimes the patients get out of control and we need to step back and let security help us restore the peace.”

Huggins stayed calm no matter what confronted him. He helped contain a man who had come in four times within 24 hours, was highly belligerent and carrying a crack pipe. He was followed by a man threatening to hurt himself, and other screaming, intoxicated people in various stages of distress. Huggins remained calm, while showing patients there is a line they cannot cross.



Photo by Chris Rakoczy

“Patients who cross the line and escalate, it’s your job to de-escalate,” he said. “I have to stay in control because staff depends on me.”

Other moments called on Huggins’ compassion. A 16-year-old was brought in after a motorcycle crash. When the teen’s shaken grandmother came in, Huggins consoled her.

Huggins, who worked as a police and corrections officer, understands the job requires a special person.

“Lots of people are not cut out for this type of work,” he said.



# thank you

*When I was admitted, I was in excruciating pain. I could not be more impressed by the level of care and compassion I received at your facility. I received exceptional care from the moment we were greeted at the curb to the day I left your facility.*

— MidState Medical Center, Pavilion B, patient

*The staff knew exactly what my mom needed emotionally (her first real ED experience for herself) and physically. My dad, with no medical background, felt like everyone explained what was going on in a way he could understand and knew that he could provide the follow-up at home based on the great instructions staff gave. My mom later shared that Wendy, the NT, showed a level of compassion that “all healthcare providers should have” and “put me at ease despite my embarrassment and pain.”*

— Daughter of MidState Medical Center  
Emergency Department patient

*Words could never express my gratitude for what the doctors, nurses and staff did for my wife. The brilliant and experienced people that cared for her undoubtedly extended (her) life, allowing her to enjoy a little bit of extra time with me and the rest of our family. I worked for a hospital for 35 years and my last 15 were as vice president of administration, so I understand what it takes to not only run a hospital but to excel at the high standards of Hartford Hospital. My family and I will never forget what you’ve done for us. We admire the commitment to patients and equally to the patients’ families.*

— Husband of Hartford Hospital patient





## What's your **favorite beverage** to jumpstart your day?

We asked and you told us. Look for future polls in your email box and join in the fun!

Coffee	62%
Water	22%
Tea	10%
Soda	4%
Fruit Juice	2%



## Helping those in need becomes a family affair

Vacationers flock to the Caribbean, but when Lisa Hageman made tropical travel plans for her family, she had a different kind of experience in mind.

Hageman, manager of the Backus Hospital Preventive Health Initiative, traveled to Haiti with her husband, Ken, and younger daughter, Annie, in June as part of a week-long medical mission, delivering care, supplies and health education to people in one of the world's most impoverished countries.

"It's something I've always wanted to do. I talked to the family and thought it would be great if it was something we did together," said Hageman, who connected to the mission program through an annual health fair she attends on behalf of Backus at a Haitian church in New London.

The family spent a week in Petit-Goâve, a city of about 170,000 people located about 50

miles southwest of the Haitian capital of Port-au-Prince. The Hagemans and other members of the mission team setup each day at a local school where patients would come to see doctors and a dentist for various conditions. Hageman worked alongside Haitian nurses, meeting with patients and giving them needed medications after their doctor's visit while her husband and daughter helped organize medications and supplies.

"There's such a high incidence of type 2 diabetes and cardiovascular disease there. A lot of it can be attributed to nutrition because their diet is very high in sugar and salt with a lot of it fried food. Many people are still cooking with charcoal," she said.

Ken Hageman said he was struck by the town's poor living conditions, a lot of which he attributed to government corruption and



high unemployment rates.

Even with these desperate conditions, the Hagemans agreed the people of Petit-Goâve expressed tremendous gratitude for the mission team's presence. Annie Hageman, a recent graduate of Bacon Academy in Colchester and freshman at Skidmore College.

"I think we made a difference for the people who live in this one small city. But there are so many complicated issues there like corruption and unemployment; there's so much more to do," she said.

—Steve Coates

# Open Enrollment October 14–25, 2019

## Open Enrollment Checklist:

- ☐ Review your current benefits
- ☐ Add/remove dependents
- ☐ Review the working spouse attestation if it applies to you
- ☐ Want an F.S.A.?  
You must enroll every year
- ☐ Make sure your address is correct
- ☐ Confirm your beneficiaries



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Find a complete checklist and learn more about HHC's total rewards package at  
**[HHCConnect.org/Benefits](https://HHCConnect.org/Benefits)**