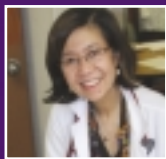


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UPDATE

THE NEWSLETTER FOR **WATERBURY HOSPITAL EMPLOYEES** & NETWORK AFFILIATES



High Marks for Hand Hygiene!

Waterbury Hospital has much to be proud of when it comes to hand hygiene, according to **Lydia Barakat, MD**, one of the hospital's infectious disease specialists. Since 2003, when the Infection Control Committee at Waterbury Hospital launched its Hand Hygiene Campaign to encourage clinicians and health care workers to wash their hands before and after patient contact, the rate of overall compliance has climbed from 23 percent to as high as 95 percent in some sections of the hospital.

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HANDS UP! Showing their support for Waterbury Hospital's Hand Hygiene Campaign are, from left, front row: **Steven Aronin, MD**, Director of the Hospital's Infectious Diseases Section; **Debra Migliaro, RN**, Infection Prevention Specialist; **Lydia Barakat, MD**, Director of the Infectious Disease Clinic; **Rachel Crosby, RN**, Infection Prevention Specialist; **Stephen Antopol, MD**, Administrative Chair of Infection Control; from left, second row: **Maryanne Volkringer**, Vice President for Business Development and Affiliates; **Anthony Cusano, MD**, Chief of Department of Medicine; **Kathy Mulston**, Vice President of Human Resources; **Steven Schneider, MD**, Vice President of Medical Affairs; **Dianna Kiraly**, Director of Quality Management; **Colleen Scott**, Chief Financial Officer; third row, from left: **David Pizzuto, MD**, Chief of Medical Staff; **Mary Prybylo, RN**, Chief Operating Officer; **Deb Quetti**, Administrative Director of Quality and Safety; and **John Tobin**, President and CEO of Waterbury Hospital.



APRIL MADNESS!

Hoops Fever Descends on Waterbury as Hospital Doctors Join Stars to Help Raise Funds

ABOVE: From left to right, **Steven Schneider, MD**, Vice President of Medical Affairs; **Jock Lawrason, MD**, Chairman of the Department of Medicine and Medical Director of the Intensive Care Unit; and **Richard Silverman, MD**, a hospital pulmonary specialist who is organizing the game on behalf of the Home-to-Home Foundation.

A night of basketball promises to keep everyone amused and entertained as Waterbury Hospital officials take part in a charity "Hoops to Bring Hope" basketball game to benefit the Home-to-Home Foundation, a non-profit organization that helps improve the quality of life for long-term nursing home residents.

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APRIL MADNESS


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Waterbury Hospital officials taking part in the game include **Steven Schneider, MD**, Vice President of Medical Affairs; **Jock Lawrason, MD**, Chairman of the Department of Medicine and Medical Director of the Intensive Care Unit; and **Richard Silverman, MD**, a pulmonary critical care specialist at the hospital. They will join a team that includes Waterbury native and NBA pro **Ryan Gomes**, University of Connecticut women's basketball veterans **Maria Conlon** and **Rita Williams**, and state legislators **Rep. Sean Williams** and **Sen. Rob Kane**.

The team will be pitted against the Court Jesters, a Massachusetts basketball comedy troupe. The game will take place at 7 p.m. on Friday, April 24 in the gymnasium at Wilby High School in Waterbury, where Gomes graduated before embarking on his path to the NBA, where he now plays for the Minnesota Timberwolves.

The event is being organized by the Home-to-Home Foundation, which was created seven years ago by Dr. Silverman. The organization has held numerous special events over the last seven years to help raise funds for nursing home residents across the region, including golf tournaments and motorcycle runs. But this is the first time the organization has sponsored a basketball event, and Silverman said he is looking forward to it.

"I think it will be a lot of fun for everyone, and it will give people a chance to learn more about our organization," he said, adding that several nursing home residents who benefit from the program will also be on hand for the game.

Tickets to the game cost \$10 if purchased in advance and \$15 on the night of the event. Tickets can be purchased by calling the Home-to-Home Foundation at (203) 591-9061. 

Hand Hygiene

Continued from page 1


"Clearly, many people have heard the message and have taken it to heart," Dr. Barakat said. "We have made enormous strides, but there is still much more to do. It's something we want to become second nature for nurses and doctors and any other employees whenever they come into contact with a patient."

The month of May will mark National Hand Hygiene Month, and the Infection Control Committee hopes to take advantage of the event to encourage more hospital workers to make hand-washing an instinctual part of their daily routines.

Dr. Barakat pointed to national statistics showing that 5 to 10 percent of patients admitted to acute care hospitals across the country acquire infections. Such infections contribute to the deaths of nearly 90,000 hospital patients a year and about \$4.5 billion in medical expenses.

The Infection Control Committee held out special praise for Waterbury Hospital's Surgical ICU, which has seen its rate of compliance before initiating contact with a patient rise from about 10 percent in 2003 to 80 percent last year. The rates for compliance after contact with a patient have risen from 41 percent to 95 percent, making the Surgical ICU the official Hand Hygiene role model for the hospital. The unit has repeatedly won hand hygiene contests in competitions with other hospital departments over the years.

Dr. Barakat also praised the hospital administration for supporting the hand hygiene campaign by arranging to have alcohol-based hand cleanser dispensaries installed throughout the facility. The usage of the alcohol-based rub increased from 1,114 bottles in 2003 to 2,587 bottles in 2008, which reflects the increased usage.

"We could not have had this success without the backing of the Executive Management Team, who have made the pledge to make Waterbury Hospital a safe place for our patients and our community," Dr. Barakat said. 



Let's **CLEAR** the Air!
START Now.
STOP Smoking!


The

Love 
Doctor

is Coming to Waterbury Hospital

Eva Selhub, MD, a senior staff physician at the Benson Henry Institute for Mind/Body Medicine at the Massachusetts General Hospital in Boston, will be giving a presentation on her new book, *The Love Response: Your Prescription to Turn Off Fear, Anger and Anxiety to Achieve Vibrant Health and Transform Your Life*, at noon May 29 in the Bizzozero Conference Room.

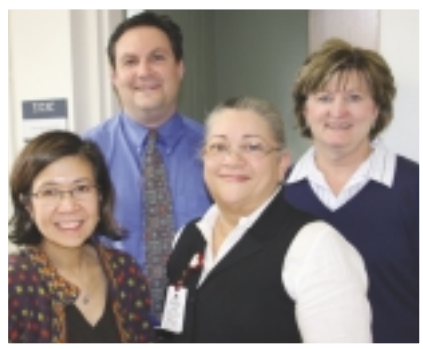
Selhub's visit is part of Waterbury Hospital's effort to become an entirely smoke-free facility by November 20 of this year. The committee in charge of implementing the new smoke-free policy asked Selhub to speak as a way to encourage smokers, and other employees, to learn how to cope with sources of stress in their lives.

Selhub, who is known as the Love Doctor, lectures across the country on ways for people to actually change their physiology by opening themselves up to affection, intimacy and other positive aspects associated with love. Her presentation, which begins at noon and lasts until 1:30 p.m., is free and open to all employees. 



Merceditas Villanueva, MD, cuts into a cake presented to her at her going-away party last month.

Dr. Villanueva poses with some of the friends and colleagues who came to the party to wish her well. From left, Dr. Villanueva; **Steven Aronin, MD**, who will replace Dr. Villanueva as the new Chief of the Infectious Diseases Section; **Mercedes Turbides**, Medical Case Manager; and **Bonnie Gemino**, Program Coordinator/Office Manager for the ID Section



Farewell, Dr. Villanueva!

Popular Head of Waterbury Hospital's Infectious Disease Section Leaving for New Post at Yale

After 14 years as Chief of Waterbury Hospital's Infectious Disease (ID) Section, **Merceditas Villanueva, MD**, can rest assured that she has left a lasting imprint on the hospital and the surrounding community.

"Oh my goodness, she will be so missed," said **Steven Aronin, MD**, Villanueva's long-time colleague who will now become the new ID Section Chief. "Her energy and intelligence and compassion will be hard to replace."

Villanueva is departing to become Chief of the Donaldson Inpatient Firm at Yale-New Haven Hospital, which provides treatment for patients living with HIV and AIDS, among others, and also serves as a teaching program for physicians in training. Additionally, she will be the Director of the Yale HIV/AIDS Program, overseeing both clinical and research activities. She will also prioritize building quality clinical care and strengthening community partnerships with AIDS service organizations. The new job will be challenging, Villanueva said, but she said it would not have been

possible to take it on without the skills and experience she acquired during her years in Waterbury.

"It will really take everything I've learned in Waterbury and bring it to bear," she said. "The ability to build a program, the leadership qualities that were honed here, those will all be needed when I go to Yale."

Villanueva said she is proud of the Waterbury Hospital ID clinic's track record of successfully treating people with HIV and AIDS. She is equally proud of the ID Section's excellent work in the realm of Infection Control. "In both arenas, we have made it a point to let solid, clinical skills and data inform the direction of necessary system change to better serve our patients," she said.

Most of all, she said she will miss her colleagues and the other hospital staff who have become like family to her.

"I've had a wonderful time here," she said. "But I leave knowing that this program is in tremendously capable hands." 🙌

Inpatients Now Being Asked to Make Co-Payments



In an effort to streamline revenues, Waterbury Hospital has initiated a new policy in which inpatients are being asked to cover the balance of their health insurance co-payments before they are discharged.

Pre-service collection of co-payments began as a successful initiative during the previous fiscal year, but the communication with patients was mostly done through the mail, after discharge. Under the new policy, two employees with extensive customer service training have been approaching inpatients, while they are still in the hospital, to inform them of the new policy and request payment.

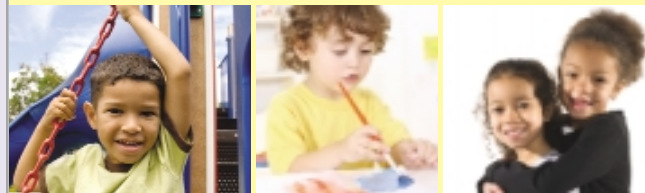
Employees are also visiting Medicare inpatients to obtain their signatures on documents that are required for the hospital to ultimately be reimbursed. The effort is being made not only to collect

up-front payments but to educate inpatients about their insurance coverage, said **Susan Constantino**, Director of Patient Access/Financial Services at Waterbury Hospital.

"Most patients have been receptive and thankful to have their balance resolved before they leave the hospital," she said. "Our employees and our patients are in a learning curve."

The new policy does not apply to inpatients that are staying in the Intensive Care Unit or in the Behavioral Health unit on Pomeroy 8.

The policy changes are being spearheaded by Price/Waterhouse/Coopers, the consulting firm which the hospital has hired to help improve its financial future. 🙌



Children's Center Celebrates Week of the Young Child

The Children's Center of Greater Waterbury Health Network (GWHN), Inc. will be holding an ice cream social, children's art exhibits and appearances by guest readers to mark the annual Week of the Young Child, a national event sponsored by the National Association for the Education of Young Children.

The Children's Center hopes to take advantage of the event, which takes place from April 20-24, to call attention to the needs of young children and their families, and to recognize early childhood programs and services.

The Children's Center of GWHN, Inc. provides care and educational services for young children, ages infancy to five years old. It is an accredited childcare provider that is licensed to serve 160 children of Waterbury Health Network employees, the Greater Waterbury community and surrounding towns. 🙌



Health Fair to Offer Free Screenings and Education for the Waterbury Community

Yale Primary Care Residents **Barry Fields, MD**, and **Parham Eftekhari, DO**, are organizing this year's Waterbury Community Health Fair

Hoping to reach out to people in Waterbury who don't have access to health care, members of the Yale Primary Care Residency Program will be offering free examinations and screenings at the sixth annual Waterbury Community Health Fair next month.

The fair, which takes place from 10 a.m. to 2 p.m. on May 2 at the YMCA on the Waterbury Green, is being sponsored by the Yale Primary Care Residency Program, Waterbury Hospital, the YMCA of Downtown Waterbury, Saint Mary's Hospital and the New Haven County Medical Association. The fair will offer free screenings for a wide range of health issues including kidney disease, high cholesterol, poor nutrition, asthma/lung disease, high blood pressure, heart disease, diabetes, sickle cell anemia and glaucoma. There will also be information and educational materials provided on topics such as children's health, women's health, sexually transmitted diseases, infectious diseases, colonoscopy and mammography.

Information will also be available on resources for senior citizens and behavioral health, and the Red Cross will also be on hand to accept blood donations. The event is open to children and adults of all ages, and anyone who attends will also be given free door prizes. There will also be popcorn inside the YMCA building.

Third year Yale resident **Parham Eftekhari, DO**, who is organizing the event along with second-year resident **Barry Fields, MD**, said this

year's event could prove especially important because of the recent downturn in the economy.

"There are a lot of people in the community who don't have access to health care right now, and we want to reach out to as many of them as possible," Dr. Eftekhari said.

He said anyone who is diagnosed with a certain ailment will be directed to resources for continued care.

Stephen Huot, MD, the Residency Director for the Yale Primary Care Program, said the Health Fair has evolved into an important way for residents to connect with the community.

"The Health Fair was started by residents in the training programs to provide an opportunity to participate in a meaningful community service activity as a way of 'giving back' to the community," Dr. Huot said.

"Over the years it has become an important opportunity for the various health care agencies in the Greater Waterbury Area to partner in this effort, providing a great opportunity for people who otherwise might not have access to health care to get connected to the system and get the treatment they need."

For more information about the health fair, or to find out about opportunities to volunteer or make donations, please contact **Roseanne Elliott** at ext. 7194. [📞](#)



Waterbury Hospital Doctor Among the First in Country to Earn Fellow Designation

Rachel Lovins, MD, the director of the Hospitalist program at Waterbury Hospital, has become one of the first physicians in the country to become a Fellow in Hospital Medicine, a distinction awarded to those who show a dedication to the growing field of Hospitalist medicine.

Lovins, who is also president of the Connecticut Society for Hospitalist Medicine, will be among roughly 500 Hospitalist physicians to be inducted into the inaugural class of the Society of Hospital Medicine in Chicago in May.

The Fellow designation is given to those who have been Hospitalist physicians for at least five years and a member of the Society for Hospital Medicine for three years. They must also demonstrate their dedication to organizational teamwork and leadership, as well as lifelong learning in the field of Hospitalist medicine.

Hospitalist medicine is the fastest-growing specialty in health care today, with over 28,000 Hospitalists currently practicing across the country.

"I am very honored to be among this first class of Hospitalists to be recognized as a Fellow," Dr. Lovins said. "I am very proud to be part of this growing and important field."

Lovins is a graduate of the Yale School of Medicine who completed her residency at Waterbury Hospital through the Yale Primary Care Internal Medicine Residency Program. She joined Waterbury Hospital as a Hospitalist in 2003. [📞](#)

UPDATE

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