



**GIVING SPIRIT**  
VOLUNTEERS CELEBRATED  
FOR THEIR DEDICATION  
PAGE 2



**BEHIND THE SCENES**  
PHYLLIS BOTELLE  
PAGE 3

**AUGUST/  
SEPTEMBER  
2010**



# UPDATE

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



## SUMMER FUN

### COMES TO WATERBURY HOSPITAL

*Hundreds of employees attend free cookout*

ABOVE (photos left to right): Employees who enjoyed the June 23 cookout included:

- Pictured from left: **Lori Muccino**, **Fran Chiarella** and **Nella Perugini** of Outpatient Testing;
- Pictured from left: Support Associates **Dawn Thomas** and **Sandra Gatling**
- Pictured from left: **Randy Essenberg**, Executive Director of Performance Improvement; **Frank Vensel**, Director of Clinical Engineering; and **Steven Jalowiec**, Administrative Director of Facility Operations
- Pictured from left: **Bob LaFontaine** and **Roger Robert** of Hospital Maintenance

The parking lot outside the Emergency Department at Waterbury Hospital was recently transformed into a sunshiny summer party, as hundreds of employees and volunteers attended **Celebrate Us 2010**, a free cookout sponsored by Waterbury Hospital and the Morale Booster Club.

Employees lined up to fill their lunch trays with hot dogs, hamburgers, watermelon, ice cream and other essential ingredients to a good summer cookout. The smell of the outdoor grills filled the air as employees sat at

rows of picnic tables set up on the parking lot to celebrate the contributions that all employees make to keep the hospital operating at a high level.

“Celebrate Us 2010 was an opportunity to thank everyone for their hard work during the past year. We have achieved many significant financial and clinical goals in the past year and it took a lot of teamwork,” said **Mary Prybylo, RN**, Chief Operating Officer. “We hope everyone had a great time.”

# Volunteers Recognized for Outstanding Service to Hospital



More than 300 Waterbury Hospital volunteers gathered at the Villa Rosa (Ponte Club) banquet hall in Waterbury last month for a Volunteer Appreciation luncheon in recognition for a year of outstanding service to the hospital.

"I am honored to be a part of this celebration as we recognize all of the volunteers who help Waterbury Hospital serve our community's health care needs," said Waterbury Hospital President and CEO **John Tobin**, who presented appreciation pins to volunteers who had contributed significant numbers of hours to the hospital over the years. All told, volunteers donated 35,169 hours last year, said **Virginia Potrepka, RN**, Director of Volunteer Services. She told the luncheon crowd that volunteers made over 9,000 patient visits, handed out more than 800 flowers, assisted in more than 4,000 patient discharges and mailed out more than 9,000 birthday cards.

"We truly appreciate your hard work and dedication," Potrepka said.



## Above and Beyond

Volunteers at Waterbury Hospital have donated thousands of hours to keep the hospital running smoothly over the years. Here is a list of active volunteers who have donated more than 4,000 hours.


- 21,500 hours – Evelyn Marshak
- 20,000 hours – Velma Sego
- 14,000 hours – Victoria Luddy
- 12,500 hours – Angelina Arcaro
- 9,500 hours – Joyce K. Hornbecker
- 9,000 hours – Marcea Morgan
- 7,500 hours – Betty and Helen Muharem
- 6,000 hours – Gregory Crotty
- 5,000 hours – Alice Stankus
- 4,500 hours – Pidge Bozzuto
- 4,000 hours – Leona Nodine; Jean Van Loon



TOP: Waterbury Hospital volunteers, from left: **Carmen Bessette, Rose Greco, Marcea Morgan** and **Marie Montano**; LEFT: From left, volunteers **Alex Achlioptas, Sherry Husain, Shareza Jalaludin, Ashley Margison, Shaun Hall** and **Tyler Margison**.



## Waterbury Hospital Volunteer Named Patriots "MVP"

Waterbury Hospital volunteer **Velma Sego** poses with New England Patriots Head Coach **Bill Belichick** during a May 27 ceremony at Gillette Stadium in Foxboro, Mass., to honor volunteers across New England. Sego was one of 21 volunteers to be designated a "Community MVP" by the New England Patriots Foundation. Sego was recognized for the more than 19,000 hours she has donated to the hospital over the years. The foundation also contributed \$2,500 to support Waterbury Hospital's mission. 

# BEHIND THE SCENES:

## People who make a difference at Waterbury Hospital

Waterbury Hospital's healing mission is to provide compassionate, high quality health care through a group of staff that often feel like family. This mission is underscored by our guiding principles which focus on *patient-centered care, integrity, continuous learning, service orientation, and financial responsibility and stewardship* (to learn more about each of these, please visit the employee Intranet and click on *Waterbury Hospital Strategic Plan*, located on the left side of the page near the bottom). *Phyllis Botelle* (featured below) is a positive example of a hospital staff member who strives to embody these guiding principles as she goes about her work at Waterbury Hospital. Phyllis and other employees -- who you will read about in upcoming editions of UPDATE -- were recommended by their supervisors or peers for recognition because of their focus on these principles and for their behind-the-scenes work at the hospital.



### Phyllis Botelle

Department Assistant,  
Hospitality Services

#### Q. Where did you grow up?

A. I grew up in Waterbury, but I was born in Italy in Compobasso, a province near Naples. I came here with my family when I was seven and used to speak fluent Italian.

#### Q. How long have you worked at Waterbury Hospital?

A. I've been working here for 39 years. In September, it will be 40 years if you can believe it! I've seen a lot of changes here over the years, but it's all been good. The time has gone by so fast.

#### Q. What do you enjoy most about your job?

A. I love the variety. I come in on any given day, and I'm always amazed at what I end up doing. It's never what I think it's going to be, let me tell you!

#### Q. What is the most important thing in your life?

A. My family and friends are really what keep me going and keep me happy. I have a son who's 32 and just got married, so my husband and I are starting to think about being grandparents. The hospital is also important to me. It's like a second home!

#### Q. What do you like to do for fun?

A. I love to watch movies, read books and take walks. I like a good love story. I love "Titanic." What a great movie!

#### Q. What's your favorite TV show?

A. I love that show "Army Wives." It really gives you a good look at the lives of these families and these men who are doing the fighting to keep us all safe and free. I find it fascinating!

#### Q. If you won the lottery today, what would you do with the winnings?

A. First, I would give some money to my family to make sure they were taken care of. Then I would give a lot of it to help children who don't have anyone in their lives to take care of them. I don't need a lot of material things. That's not important to me.

#### Q. How do you keep upbeat at work?

A. I focus on every task as part of the larger picture that we present to patients. It deserves our best effort.

#### Q. How do you support other employees or patients?

A. By extending respect and courtesy to our coworkers in everyday matters which supports patient care.

#### Q. Why do you like to work at the hospital and how do you contribute to the mission of taking care of patients?

A. There is unique satisfaction and purpose that is found working in a hospital. In Hospitality, essential operations are performed to enable a healthy hospital environment, ranging from the cleanliness of the building, handling of linen services, and the preparation of wholesome and satisfying foods.

#### Q. How do you contribute to the "healing environment"?

A. I contribute by supporting my co-workers and by performing my functions at the very best level I can provide. Working with others and being willing to do more than is required promotes team spirit. I am very proud to be a part of the "Waterbury Hospital family." 🙌

## ANNUAL GOLF CLASSIC RAISES ALMOST \$75,000

Waterbury Hospital's 17th Annual Charity Golf Classic raised a record total of almost \$75,000 to support patient care technologies in the hospital's Critical Care Unit. More than 60 sponsors and a complement of 36 player foursomes helped make the event a resounding success. Held at The Country Club of Waterbury, the Golf Classic also featured numerous volunteers from the hospital and the Waterbury Hospital Auxiliary, Inc. who showed up to sell raffle tickets for a variety of prizes. Over 30 prizes were awarded in all. At right, a group of hospital employees manned the registration desk greeting golfers as they arrived. From left: **Maryellen Berthume, RN**, Family Birthing Center; **Chad Meliski**, student nurse intern; **Donna Duncan, RN**, Family Birthing Center; **Julie Wiedemier, RN**, Assistant Director of Pomeroy 9; **Janet Richardson, RN**, Assistant Director of Emergency Services; **Liz Longmore, BSN, RN, CEN**, Director of Emergency Services; and **Mary Calvo, RN**, Family Birthing Center and President of Waterbury Hospital Auxiliary, Inc. 🙌



## BEFORE

A storage room in the Emergency Department is shown, at right, before recently being cleaned out and, below, after the cleaning.



## AFTER



*Waterbury Hospital Being "Buffed and Shined"*


### *Effort Underway to Enhance Cleanliness*

Waterbury Hospital is in the process of receiving a minor cosmetic makeover, thanks to an initiative that **Randy Essenberg** likened to the detailing work often done on cars.

"We already have a clean hospital. Now it's time to touch up some of the rougher appearing edges," said Essenberg, the hospital's Executive Director of Performance Improvement. He said the effort, which has already occurred in the Emergency Department and various other hospital departments, aims to improve efficiency and appearance by reducing clutter – labeling and organizing what's left to make it easier for personnel to find items needed to do their jobs.

Essenberg said departments throughout the hospital are being encouraged to free up space by removing infrequently used supplies and other equipment. Besides improving efficiency, the effort should enhance the experience of patients and provide a safer and more appealing environment for everyone.

**Ben Loveland, RN**, the Manager for Clinical Operations on the Evening Shift in the Emergency Department, said a recent cleanup in an ED storage room has made a big difference.

"It was really an eye opening experience to look critically at our supplies and storage," he said. 

# ON THE MOVE



Lorraine Profita Czarnota

**Lorraine Profita Czarnota** has been hired as Waterbury Hospital's Director of Materials Management. Lorraine previously worked as Corporate Director of Materials Management for Acts Retirement Life Communities in the Philadelphia area. She has also worked as Materials Management Director for Villanova University and Mercy Fitzgerald Hospital in Philadelphia.



Bonnie Krueger

**Bonnie Krueger** has been hired as Waterbury Hospital's Director of Education and Organizational Development. Bonnie previously worked as Director of Education and Outpatient Services at Mountain View Regional Medical Center in Las Cruces, N.M. Prior to that she worked as Manager of all the adult critical care units at Medical City Dallas Hospital in Dallas, Texas. She has been in cardiovascular critical care (including flight nursing) for 43 years and has over 20 years of education and management experience.



Alexis Kozmon

**Alexis Kozmon** has been hired as the new Assistant Director of Telemetry at Waterbury Hospital. Alexis previously worked as a house supervisor for the Eastern Connecticut Health Network.



Charles Walker

**Charles Walker** has been hired as Waterbury Hospital's new Manager of Central Sterile Processing. He previously worked for three years as Director of Central Sterile Processing at Trinity Hospital in Elizabeth, N.J.



Caryn Lieberman



Saira Zafar



Kaitlin Cusano

**Caryn Lieberman** and **Saira Zafar**, Public Relations majors both heading into their senior years at Quinnipiac University, interned for eight weeks each at Waterbury Hospital in the Public Relations Department. The students who interned this spring and summer, will each receive three hours of college credit for completing 120 hours of hands-on communications work in the PR Department. **Kaitlin Cusano**, daughter of **Anthony Cusano, MD**, is volunteering in the Public Relations Department for several weeks this summer. She is heading into her senior year at the University of Vermont and is minor-ing in Public Communications.

## UPDATE

IS A PUBLICATION OF THE PUBLIC RELATIONS & MARKETING DEPARTMENT OF WATERBURY HOSPITAL

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