



Spring 2013

VITAL SIGNS

A newsletter for the physicians of Windham Hospital



A Message from:

Stephen W. Larcen, PhD
President and CEO

Dear Physicians and Staff:

Dr. Nadia Nashid knows Windham Hospital.

She's been a member of the Windham Hospital medical staff for more than 25 years, starting as an attending pathologist in 1986; eventually becoming the hospital's chief of pathology. With strong roots in the history of this hospital, clinical expertise and knowledge of our medical staff, Nadia is the perfect choice to serve as Windham Hospital's chief of staff.

Dr. Nashid has been an integral part of our medical team, serving on many committees including the Medical Executive Committee, Audit Committee, Infection Control Committee, Surgical QI Committee, Cancer Committee, and the Tissue and Transfusion Committee. Under Dr. Nashid's leadership, the hospital's lab continues to receive excellent ratings from the College of American Pathologists.

Some critical issues lie ahead that will have a direct impact on our physicians. The Hartford Healthcare network is working collaboratively to implement a

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Pictured: Windham Hospital's new Center for Women's Health in Hebron

Inset: On April 1, **Rob Gildersleeve, MD** (pictured here with a patient), **Yvette Martas, MD** and **Kathleen Zacherl, MD**, from Mansfield OB/GYN began seeing patients four days a week at Windham Hospital's new Center for Women's Health in Hebron.

Windham Services Continue to Expand

2013 has been a year of Growth for Windham Hospital

Thanks to three major expansion projects, the hospital is in a perfect position to embrace revolutionary changes in healthcare and how it's delivered. That includes meeting the needs of ambulatory patients and giving people access to specialists, physical rehabilitation and lab services right in their communities.

This summer, the hospital will officially open the Windham Hospital Family Health Center on the hospital campus and a facility for family medicine, physical rehab and lab services in Storrs Center. On April 1, the Windham Hospital Center for Women's Health in Hebron opened its doors providing OB/GYN, imaging and lab services in downtown Hebron.

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Services Continue to Expand

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The 2,000 square foot Center for Women's Health, at 21 Liberty Drive in Hebron, houses four exam rooms, bone density, ultrasound and mammography imaging technology, and Clinical Lab Partners lab services. **Yvette Martas, MD; Rob Gildersleeve, MD; and Kathleen Zacherl, MD**, of Mansfield OB/GYN are seeing patients there four days a week.

"We're looking to provide great healthcare to women," says Martas. "We're so close by; we feel there's an opportunity for both existing and new patients to receive care closer to home. It also allows us to expand our practice to an area we've been looking to expand into."

Michael Dion, the hospital's Vice President of Patient Care Services, leads a team of hospital and community leaders exploring continued expansion in Hebron. Dion, a Hebron resident for nearly 35 years, says the town is in need of convenient medical services.

"The hospital wanted to grow women's health services. Working together with Mansfield OB/GYN in Hebron is a perfect fit," says Dion. "There is certainly room for growth in other service lines in town."

As the doors opened in Hebron, workers were putting the finishing touches on the interior of the 30-thousand square foot Windham Hospital Family Health Center. The \$10.3-million facility, funded in large part by \$8.3-million dollars

in state bond money, will house dozens of primary care physicians, oncologists, physical therapists and rehabilitators, laboratory workers, orthopedic surgeons and general surgeons.



Kathleen Zacherl, MD



Yvette Martas, MD



Rob Gildersleeve, MD



Cristina Ortega, MD



Rosemary Maduka, MD

"All of the hospital's expansion efforts exemplify Hartford HealthCare's dedication to providing patients with an exceptional, coordinated care experience close to home," says **Steve Larcen**, Windham Hospital President and CEO. "The Windham Hospital Family Health Center will serve as an anchor of ambulatory care in eastern Connecticut."

In Storrs Center, the hospital will soon open an 8,700-square foot facility housing family medicine, Windham Hospital Physical Rehabilitation Network, and Clinical Lab Partners. The newly renovated two-story facility located at 1244 Storrs Road in the Storrs Common Plaza has 14 exam rooms including a speciality care suite. Hartford Healthcare Medical Group's **Rosemary Maduka, MD, Cristina Ortega, MD, and Nancy Hagen, APRN**, will see new and existing patients in the facility.

"The Mansfield facility really demonstrates our commitment to providing convenient service to ambulatory patients right in their back yard," says **Cary Trantalis**, Vice President of Operations at Windham Hospital. "This is the future of how healthcare will be delivered. We're embracing that."

Doctor Martas says the model of partnership between the hospital and physician practices can be replicated for future growth. ❖



MaryAnn Duchene RN/MSN, Nurse Director of Windham Hospital's Emergency Department, with the hospital's first Telehealth patient, Robert Hill of Coventry.

Windham Hospital ED Using HHC's Telehealth for Neurology Patients

"It was like the neurologist was right in the room with me. I was very impressed," says **Robert Hill** of Coventry recovering from a TIA (frequently referred to as a mini-stroke) in his hospital bed at Windham Hospital. On March 18, Robert became the first patient at the hospital to be assessed and diagnosed using Hartford HealthCare's Telehealth Network.

Located in the hospital's emergency department, the device will be utilized 24/7 to help assess neurological symptoms. At the core of the new service is a computer on wheels equipped with a high-definition camera remotely connecting the patient with a Telehealth neurologist who assists with the exam and provides specialized evaluations.

"Many neurology issues are time-sensitive, such as the ability to administer clot-busting medicine called thrombolysis," says **Gregory Shangold, MD**, Emergency Department Medical Director. "In the past, we have accomplished this with phone conversations with neurologists. Now, patients and neurologists will be able to have face-to-face conversations in a very timely fashion."

For a small community hospital like Windham, Telehealth is a valuable tool.

"The purpose is to enhance the timeliness and quality of care for patients with neurologic complaints and to keep them in the community," says **Cary Trantalis**, Vice President of Operations at Windham Hospital

The technology can also help physicians select patients who may be candidates for alternative stroke therapies such as catheter-based interventions including clot retrieval devices and the newest stroke trials available at Hartford Hospital. ❖



Windham Hospital Emergency Department: Tops in the State in Patient Satisfaction

Hospital ED in 99-percentile in State in Patient Ratings

Windham Hospital's Emergency Department (ED) ranks in the 99th percentile for satisfaction according to a patient survey by Press Ganey, a national health care performance improvement organization. In the survey, the ED outperformed the mean score for all other emergency departments in the state by 9.4-percent. Press Ganey is contracted by Windham Hospital to independently and objectively complete patient satisfaction surveys that are mailed to patients randomly.



Gregory Shangold, MD

In the latest survey conducted from October 1 through December 31, 2012, Windham Hospital ED patients were asked to rate their experience in areas such as wait times, courtesy and skill of doctors and nurses, efficiency of lab personnel and the handling of their personal and medical information by hospital staff. Patient's comments about their

treatment in the Emergency Department included:

- "I Love your staff. Nurses and doctors are the best professionally and very caring."

- "Was treated by staff as if they were treating their own family member."

- "Nurses spoke to me like another human being, not a number or a product, was a very nice surprise."

Press Ganey regularly surveys patients to assess their satisfaction with services received, and reports findings quarterly for 23 separate Connecticut emergency departments.

"We are very proud but not at all surprised by this recognition for the talented staff of our Emergency Department," said **Steve Larcen**, President and CEO of Windham Hospital. "To hear anecdotal information about individual community members and the excellent care they're receiving is particularly rewarding." ❧

HERE WE GROW AGAIN!

The following physicians recently joined Windham Hospital:



Robert G. Dinwoodie, DO
Emergency Department

Windham Hospital
112 Mansfield Avenue
Willimantic, CT 06226
860.456.6715



James Doran, MD
Family Medicine

Hartford HealthCare
Medical Group
37 Ivanhill Street
Willimantic, CT
860.423.9764

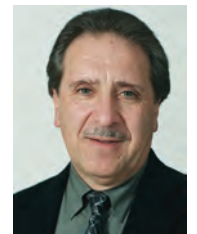
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Vincent J. Stephens, MD (1943-2013)

It is with much sadness that we note the passing of

Vincent J. Stephens, MD.

Doctor Stephens cared for patients at Windham Hospital for more than



Vincent J. Stephens, MD

20 years holding the position of Chief of Psychiatry. "He was a personal friend, teacher and mentor," says **Nadia Nashid, MD**, Windham Hospital Chief of Staff. "He will be sorely missed." Vince is survived by his wife, Anne Shapiro, his two daughters, Rachael and Rebeka Stephens, and his niece and her son, Christine and Jake Brockway. ❧



Congressman Courtney Announces Renewal Of Medicare Dependent Hospital Program for Windham Hospital

Program Restores \$5.2-million in Funding for Hospital Services

During a news conference in January, Congressman **Joe Courtney** (D-CT 2nd District), announced the renewal of the Medicare Dependent Hospital (MDH) program, restoring \$5.2-million to the hospital and ensuring that Windham Hospital will continue to offer a full range of essential medical services to residents of eastern Connecticut. In addition, Congressman Courtney met with hospital staff to discuss the benefits of President Obama's executive orders to improve access to mental health services.

As part of the "fiscal cliff" legislation, Congress agreed to renew the MDH program thanks in part to a push by Congressmen Courtney and Congressman **John Larson**, a member of the House Ways and Means Committee. The program expired on September 30, 2012.

MDH provides enhanced reimbursement for small rural hospitals that have at least 60-percent of inpatient days or discharges covered by Medicare. Small rural hospitals are more vulnerable to inadequate Medicare payments than other hospitals, because they are less able to cross-subsidize with private payer reimbursements. As such, Congress established special payment protections to buttress these hospitals. Windham Hospital is the only hospital in the state and one of 212 nationwide that meet the criteria supported by MDH.

"Windham Hospital has long provided high-quality, cost-effective care to the residents of Windham and surrounding counties," said Congressman Courtney. "The Medicare Dependent Hospital (MDH) program, which expired last October, has helped ensure fair Medicare reimbursements for this care. Fortunately, the American Taxpayer Relief Act included a year-long extension of the MDH program, upholding an obligation for fair Medicare payments to Windham and dozens of other hospitals and ensuring that Medicare beneficiaries continue to receive the quality care they need and deserve."

The \$5.2-million in funding from MDH represented about 6-percent of Windham Hospital's operating budget in 2012.

"The loss of funding through the Medicare Dependent Hospital program would have been devastating in our effort to provide critical health care services to residents of eastern Connecticut," said **Steve Larcen**, Windham Hospital President and CEO. "I thank Congressmen Courtney and Larson for their commitment and determination to ensure the people of eastern Connecticut have access to world-class care right here in the community and that Windham Hospital remains a vital component of the local economy."

The provision in the "fiscal cliff" legislation extends the MDH program until October 1, 2013. ■■■

Congressman **Joe Courtney** holds a news conference in January at Windham Hospital to announce the renewal of the Medicare Dependent Hospital Program and to outline the president's proposal for mental health care. **Deborah Weidner, MD**, (pictured here with Courtney) also participated in the event.



You Oughta' Know...



James Doran, MD Family Medicine

Hartford HealthCare Medical Group
37 Ivanhill Street, Willimantic, CT
860.423.9764



Where did you grow up?
Buffalo, NY.

**Did you always want to be a physician?
If not, what other professions did you consider?**
Teaching.

What made you leave the Midwest to come to Connecticut?
I fulfilled my obligation to the National Health Service Corps. We wanted to be closer to family and to expose our children to a good state school system.

Why did you choose family medicine as a specialty?
I am adamant about screening. If you find things early on you can typically improve outcomes.

What is the most challenging aspect of being a physician?
Time management.

What is the most rewarding aspect?
Developing and cultivating open communication with colleagues and patients.

What's the most unusual job you held before becoming a physician?
I did demolition work while living in London, England.

Are there skills you acquired from that job that have helped you as a physician?
Perseverance.

You've done a lot of charitable work. What was the most challenging charitable endeavor you've undertaken?
I've been involved with a few international medical missions in Central America and Asia. I suppose the challenge would have been camping in the mountains of Honduras to provide care to the surrounding community. The University of Pittsburgh Shoulder to Shoulder program would go there quarterly, allowing for greater continuity of care. And why? Parasites in the region are ubiquitous and it was hard to avoid getting sick. What was the most rewarding? Volunteer physician for inner-city kids football team.

What is your favorite vacation spot?
Montpelier, Vt. spending time with my family.

What are your hobbies?
Sports, carpentry, reading.

What is the last book you read?
Life by Keith Richards.

Do you have any children? If so what are their names and ages?
A 3 year-old boy named Jimmer and a 5 year-old girl named Madeline.

What was the best advice anyone has ever given you?
While searching for a difficult diagnosis in medicine realize that what you mostly see are uncommon presentations of common illnesses.

What is your favorite meal?
Vietnamese Pho. ☺

New Call Center Centralizes Physician Referral Process

Windham Hospital is the first of the Hartford

HealthCare acute care facilities to utilize the new Call Center to centralize the physician referral process. The Center creates a "one-stop" information repository for community members and in addition to referrals, the service provides the public information about classes and events at the hospital. ☺

**Call Center:
860.456.6770
(local)**

**Toll Free
855.494.4636
(855.494.INFO)**



Applause



Exciting news involving the physicians and clinical staff of Windham Hospital



Ken Dardick, MD

Ken Dardick, MD has been named to Hartford HealthCare's Integrated Care Partners Board. Integrated Care Partners is a physician-led clinical integration organization that will play a critical role in improving how patient care is delivered and will focus on improving the health of populations. The board is made up of nine physicians and representatives from other Hartford HealthCare and physician organizations. "We are

Ken Dardick, MD

moving from a volume-based payment method to a value-based method," says Dr. Dardick. "This model allows those who work in private practice to work interdependently to create a system that is patient-focused and equitable to physicians."



Stanley J. Stutz, MD

Stanley J. Stutz, MD, has been named EMS Medical Director of Windham Hospital. In this role, Dr. Stutz will oversee the peer review and competency of the Windham Hospital Paramedics Program as well as the protocols and procedures for the 19 town EMS service area assigned to Windham Hospital. Dr. Stutz joined the consulting medical staff in February of 2012 and began full time work at Windham Hospital

Stanley J. Stutz, MD

in May 2012. While in Rhode Island, he served as the Medical Director of Emergency Medical Teaching Services for 7 years. In 2003 to 2004 while in Australia he was involved with The Royal Flying Doctors and Queensland Ambulance Service.

Please email your professional or personal news and photos to **Heather Tindall** at htindall@wcmh.org for publication consideration. Professional news may include, but is not limited to: recent awards or recognition, seats on boards or committees, acts of heroism, speaking engagements, certifications, fellowships and additional education. Personal news might include: athletic or arts achievements, recent marriages, new inventions, interesting trips or upcoming retirement.



Deborah Weidner, MD

Deborah Weidner, MD, MBA, Windham Hospital Director of Behavioral Health, has been elected to the National Association of Psychiatric Health Systems Board of Trustees (NAPHS). She is one of 20 board members for the NAPHS, founded in 1933 to advocate for behavioral health.

Deborah Weidner, MD



Ross Winakor, MD

Ross Winakor, MD, of Mansfield Family Practice, has been named president of the Connecticut Academy of Family Physicians. The Connecticut Academy of Family Physicians is a professional medical society dedicated to maintaining high standards of family medicine representing 600 family physicians, residents and medical students.

Ross Winakor, MD



Charles Shooks, MD

Charles Shooks, MD, was honored at the hospital's annual meeting for his work as Windham Hospital Chief of Staff. Dr. Shooks was given a captain's chair by the hospital's Board of Corporators.

Charles Shooks, MD



Social Moments

Doctors' Day

On Thursday March 23, more than 70 physicians and their guests attended the Windham Hospital Doctors' Day Celebration at the Altnaveigh Inn & Restaurant in Mansfield. Doctors' Day is a national event held each year on March 30 to honor the work of physicians.

(l) Craig Elliott, MD, and Steven Green, MD



(l) Ayaz T. Madraswalla, MD, and Eleas Chafouleas, MD



Robin Campagnone and Robert Campagnone, MD



Kent Stahl, MD, and Margaret Woznica, MD



Francis Siracusa, MD, and Tatiana Kovtoun, MD



Debra Adam and Robert Adam, MD



“Go Red For Women”

Recently, more than 170 people crowded the hospital's Atrium and Education Center in celebration of “Go Red for Women,”--an annual event to raise awareness of heart health for women. The event featured special guest **Kara Sundlun** from WFSB Channel 3.

Pictured (l. to r.) Kara Sundlun, Jill Panetta, Randy Panetta, MD, and Carol Panetta.



Message

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Nadia Nashid, MD

system of clinical integration that will completely change the old fee-for-service model. Windham Hospital continues to grow with the expansion of services in Hebron and Storrs, the opening of the Windham Hospital Family Health Center, and the continued recruitment of talented community-based physicians. In addition, Windham Hospital, like all hospitals across the state, is faced with state and federal cuts that could have an impact on the delivery of care.

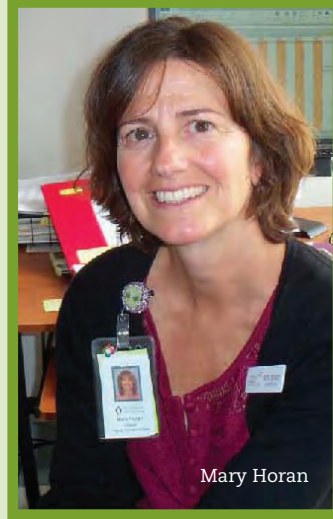
Dr. Nashid lends a strong voice and will be a leading advocate for Windham Hospital as we embrace revolutionary changes in healthcare delivery to create a system that is both patient-focused and equitable to all physicians.

Sincerely,

Steve Larcen

Vital Signs Spring 2013

Windham
Hospital
A Hartford HealthCare Partner



Mary Horan

Need a Chaplain?

Remember anyone can refer a patient or family member to Windham Hospital's Chaplain. An order can be entered into our SEM system (pastoral care) or you can contact chaplain **Mary Horan** directly by calling (in-house) 6776 or (outside line) 860.576.7046. Mary is also available for staff support. All calls are confidential. ☺

VITAL SIGNS

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Editor: Steve Coates

Submit items for Vital Signs to: htindall@wcmh.org

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Inside this edition of Vital Signs:
Windham Hospital Emergency Department Tops
in the State in Patient Satisfaction

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